

Open-Ended Questions for Patient Concerns

Some basic questions can help detect Patient Concerns:

- “What brought you to the clinic today?”
- “What questions do you have about your clinic visit?”
- “What questions do you have about your infection?”
- “How has your clinic visit been?”
- “Tell me what concerns, if any, you have about your infection?”

Sometimes, we can solve problems by just answering a question or clarifying an incorrect perception. At other times, we will have to use our problem solving LOVER methodology (described in the Communication module) and dig to uncover the anatomy of the problem.