

Communication and Professionalism Scoring Matrix

	Unacceptable	Marginal	Acceptable	Excellent
Demonstrates effective communication?	<ul style="list-style-type: none"> • Distracting questions • Uses one-word questions • Disjointed and repetitive question sequence • Continuous use of unexplained jargon 	<ul style="list-style-type: none"> • Asks scripted questions that did not make sense • Disjointed OR repetitive question sequence • Occasional use of unexplained jargon 	<ul style="list-style-type: none"> • Open- and closed-ended questions are used to gather information more effectively and logically • Strong and cohesive connection between questions • Uses terms that are understandable and explains most of the medical terms used 	<ul style="list-style-type: none"> • Asks appropriate follow-up questions to have a complete understanding • Questioning is smooth, cohesive and logical • Uses terms that are understandable and explains all of the medical terms used • Language is clear and direct
Exhibits professionalism?	<ul style="list-style-type: none"> • No empathy/concern • Was disrespectful or interrupted patient • Candidate distracted, not prioritizing patient 	<ul style="list-style-type: none"> • Acknowledges but doesn't seem supportive/ understanding • Looks at screen more than patient when interacting with patient 	<ul style="list-style-type: none"> • Makes an active connection with the patient, showing support and understanding • Non-judgmental toward patient • Appropriate interaction level, prioritizes patient 	<ul style="list-style-type: none"> • Demonstrates concern • Shows empathy and sensitivity • Treats patient with respect • Candidate appears confident and knowledgeable • Shows interest
Educates on the leading diagnosis, cause, and treatment?	<ul style="list-style-type: none"> • 0-1 requirements met (diagnosis, treatment, cause) 	<ul style="list-style-type: none"> • 2 of 3 requirements met (diagnosis, treatment, cause) 	<ul style="list-style-type: none"> • All (diagnosis, treatment, cause) are explained in a basic way to the patient 	<ul style="list-style-type: none"> • All (diagnosis, treatment, cause) fully explained • The patient has a strong understanding of "what is wrong" with them