The rubric helps student to understand the elements of communication which they should demonstrate within clinical contexts.

## 1: Adapting your own communication to the level of understanding and language of the patient, avoiding jargon

You demonstrate an awareness of:

* Attending to the patient’s verbal and non-verbal communication to assess understanding
* Choosing words and phrases to explain and instruct, adapting them as appropriate for the patient
* Using reflective listening to check patient understanding
* Using proxemics to foster open dialogue
* Using body language to encourage engagement
* Employing facets of the voice to support an attentive, empathetic interaction
* Using support materials as appropriate (eg, written texts) to enhance verbal interactions

## 2: Building and maintaining rapport and an empathetic relationship and ensuring that the patient feels attended and listened to

You demonstrate an awareness of:

* Attending to patient’s verbal and non-verbal communication to assess the development of the relationship
* Choosing words and phrases that support the development of rapport and empathy
* Using active listening to develop attentiveness and responsiveness
* Using proxemics to support the establishment and maintenance of relationship
* Using body language to convey attention and empathy
* Employing facets of the voice to demonstrate attention and empathy
* Using support materials as appropriate (eg, written texts) to build and maintain relationship

## 3: Relating to the patient respectfully including ensuring confidentiality, privacy and autonomy and recognizing the patient as a partner in shaping a relationship

You demonstrate an awareness of:

* Attending to patient’s verbal and non-verbal communication to assess the ongoing success of the interaction
* Using equipment (ie, curtains, sheets) as appropriate to maintain confidentiality and privacy
* Choosing words and phrases that maintain confidentiality and privacy
* Using proxemics to maintain confidentiality and privacy
* Employing facets of the voice (e.g. volume) to maintain confidentiality and privacy
* Using artefacts (e.g. case notes) in ways that maintain confidentiality and privacy
* Choosing words and phrases that assure consent, and allow autonomy and patient involvement
* Using active and reflective listening to respect the patient’s role as partner
* Using proxemics to build and maintain the patient’s role as partner
* Using body language to build and maintain the patient’s role as partner
* Employing facets of the voice to demonstrate respect and partnership
* Using support materials as appropriate (eg, written texts) to support the patient’s role as partner