

Interpersonal and Communications Skills Checklist

Item

The student opened the interview by introducing himself/herself.

The student put me at ease.

The student was empathic.

The student seemed confident.

The student was respectful.

The student listened and heard my concerns.

The student utilized smooth and appropriate transitions.

The student explained how he/she wanted to proceed in my evaluation or treatment.

The student was nonjudgmental.

The student used open-ended questions.

The student asked each question individually.

The student allowed me to ask questions.

The student allowed me to express my reason for seeking medical attention.

The student made eye contact.

The questions were concise and understandable. (Did not use medical jargon.)

The student maintained a comfortable and appropriate distance during the interview.

The student came to a satisfactory closure.

Note 1: The checklist is completed by recording whether the action described by each checklist item was performed by the examinee or not.

Note 2: From "Cohen DS, Colliver JA, Marcy MS, et al. Psychometric properties of a standardized-patient checklist and rating form used to assess interpersonal and communication skills. *Acad Med.* 1996;71:S87-S89." Reprinted with permission from Academic Medicine.