

18th June 2024

Information Giving – E4 – Patient Restatement

Think about the following questions:

1. How can we check that a patient has understood information?
2. Why is it important to check that a patient has understood information?

From the OET Speaking Assessment Criteria Glossary...

E4	Checking whether the patient has understood information	Checking the patient has understood the information given is an important step in ensuring accuracy of information transfer. This can be done by asking “ <i>does that make sense?</i> ” although many patients will say ‘yes’ even though they are still unsure because they don’t want to admit that they didn’t understand. A more effective method is to use patient restatement, i.e. asking the patient to repeat back to the doctor what has been discussed to ensure that their understanding is the same
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“...patient restatement... asking the patient to repeat back... what has been discussed to ensure their understanding is the same.”

Patient restatement can be as simple as asking a patient to repeat what we’ve said:

- "Can I check your understanding by asking you to summarise what we've talked about?"

In some situations, we can ask targeted questions:

- "What can you tell me about the preparation for your knee surgery?"
- "Can you tell me where you could inject the insulin?"
- "Could you tell me what kind of medication you can take for the pain?"

The following prompts are all taken from the medical professional cards in OET Speaking roleplays.

How could you check patient understanding using targeted questioning?

- Explore the ways the patient could return to work that require little movement (e.g. working as a cashier or in the office completing orders).
- Suggest modified duties for 6 weeks until the bone has healed further (complete healing may take 3–6 months).

Can you tell me what kind of job would be more suitable when you return to work?

Can you confirm how many months healing can take? Can you tell me how long healing can take?

- Suggest the patient try new ways to reduce stress (breathing exercises, mindfulness, reducing caffeine intake or only drinking coffee before midday etc.).

Could you tell me which ways are better for you to manage your stress?

We discussed some ways to manage your stress. Can you tell me how you can reduce your stress levels?

- Advise the patient to stop aspirin five days before surgery. Say why (risk of bleeding during the procedure, need for blood transfusions, etc). Reassure the patient about interrupting the medication (low risk).
- Explain the anaesthesia procedure (IV medication, monitoring of vital signs, etc.).
- Stress the importance of fasting for at least eight hours beforehand (otherwise normal diet).
- Explain the gall bladder removal procedure - laparoscopy, only minor scars where ports are inserted, recovery time 2 weeks, etc. Reassure the patient.

Could you please tell me when you need to stop taking aspirin?

Can you tell me how long you need to fast before the surgery?

- Emphasise the importance of safe needle disposal (suitable containers, proper care and handling).

Could you tell me what the suitable containers are for the safe disposal of needles?

- Explain what the parent should do if the daughter has another convulsive seizure at home (e.g., lie on side, remove harmful objects, no objects near mouth, check breathing, etc.).
- Explain when to call an ambulance.

Could you tell me what you should do if your daughter has a seizure?

Can you tell me when you should call an ambulance?