



Certifying Exam

Case Materials

PATIENT-CENTERED COMMUNICATIONS

CASE SAMPLE VIDEO

Use of the case materials in this document are demonstrated [here](#).



CASE SUMMARY

Engaging and being able to effectively communicate with patients and families are essential skills for an emergency physician. The Patient-Centered Communication (PCC) cases focus on both the content and the process of communication with a patient. A successful candidate will empathically use verbal and nonverbal skills to engage in bidirectional communication that is essential for a successful therapeutic encounter in the emergency department.

SCORING

Information on how this case will be scored can be found [here](#).



PATIENT-CENTERED COMMUNICATIONS TASK SHEET		ROOM #
CASE PARAMETERS		
<ul style="list-style-type: none"> This is a 10-minute case. You will interact with a patient and a nurse. You will explore the patient's concerns. You will not perform an actual physical exam. Please let the nurse know when you would like to perform a physical exam; the results of which will be provided to you. Any relevant diagnostic results will be provided by the nurse. 		
PATIENT INFORMATION		
Patient Name	Jennifer Smith	
Age	21 y/o	
Gender	Female	
Presenting Complaint	"I'm having trouble breathing and my chest feels tight."	
History of Present Illness	Shortness of breath x 2 days. Chest tightness. Dry cough. Thinks she is wheezing.	
Past Medical History	Asthma	
Medication	Albuterol MDI	
Allergies	None	
Vital Signs on ED Arrival	BP 118/72 P 95 R 20 T 36.1 C (98.8F) O2 sat 95%	
PHYSICAL EXAM FINDINGS		
Provided by the nurse upon request.		
TASK STATEMENT		
Your task is to meet with Jennifer and engage in a patient-centered encounter regarding the reason(s) for her ED visit and conclude the case with a clearly communicated plan of care.		



PHYSICAL EXAM FINDINGS		ROOM #
GENERAL APPEARANCE	Alert, oriented. Speaking in full sentences.	
DERMATOLOGIC	No rash / no cyanosis	
HEENT	Normal	
NECK	Normal	
RESPIRATORY	Good air exchange / diffuse, moderate wheezing / no intercostal retractions / can complete 4-5 word sentences	
CARDIAC	Normal	
ABDOMINAL	Normal	
EXTREMITIES	No edema / no cyanosis	
NEUROLOGIC	Slightly anxious / otherwise normal	



DIAGNOSTIC RESULTS & REASSESSMENT		ROOM #
PHYSICAL EXAM FINDINGS REASSESSMENT	LUNG EXAM: Good air movement, scattered diffuse wheezes that resolve after one albuterol nebulizer treatment	
	ALL OTHER FINDINGS: Normal	
DIAGNOSTIC RESULTS	CHEST XRAY: Normal / no acute infiltrate or abnormality	
	D-DIMER: Normal range	