

# Team Care: Communicating with Patients

## Policies & Procedures

This document may be used as is or edited to meet the needs of your practice. Except where otherwise noted, content of this document is licensed under a *Creative Commons Attribution 3.0 License*, which entitles the user to make edits, as long as the original source (the American College of Physicians) is credited as such.



Used with permission from the **American College of Physicians**. Except where otherwise noted, content of this document is licensed under a Creative Commons Attribution 3.0 License.

## Policy:

Our practice will work as a team taking care of our patients efficiently and effectively.

## Purpose:

Communication with patients is central to a patient-centered practice and good clinical care.

## Procedure:

- 1) Patient/family/caregiver and other messages:
  - a. Support staff and clinicians document all messages and interactions with patients/families/caregivers in the medical record.
  - b.



