

## Effective Communication Curriculum at Riverview East

### Effective Communication Audiotaping Directions

1. Please review your appointments for the day when you arrive at Riverview East for any audio recording opportunities with a patient eligible for self-consent (at least 18 years old, no consent restrictions).
2. **Pick up the recorder** from the where it is stored in the designated secure location and a **laminated copy of the verbal consent** form.
3. On the side of the recorder find the OFF/HOLD & ON POWER switch. Turn **ON** the recorder by moving the **switch** on the side of the recorder to ON. Screen will light and show a folder icon with a letter in the top left corner. Press the folder/index button until you get to folder "A". Check the battery life indicator in the top right corner to make sure you will have enough power for the visit.
4. To begin recording press the record button on the front indicated by a red dot and the letters REC. A small orange light will appear between the STOP and REC buttons.
5. If you are concerned that you might accidentally shut off the recorder while it is recording, slide the POWER switch to HOLD after you press REC. This will hold the recorder on and recording unless the battery dies.
6. To pause, press the record button again (slide the switch back to ON if it is on OFF/HOLD. To stop, press stop. To play back, press the play button in the center (OK forward arrow).
7. Before you enter the room or right after you see the patient please record information about the patient (i.e., this is a white male, age 18, he is an established patient/new patient and is here today for (state reason for visit).

**Effective Communication Curriculum Verbal Patient Consent Script  
Riverview East**

8. Verbally consent the patient in the room. Read the information on the laminated sheet. **The patient's consent and the patient's affirmative answer that he/she is also 18 years of age answer must be recorded or we cannot count this as one of your recordings.** (If the patient refuses to be recorded make sure you turn off the recorder). **NOTE: The focus is to explain this is voluntary, it is for resident education, confidential and patient can decline. You do not need to use the exact wording below, but use it as a guide.**

"Hello my name is, [YOUR NAME]. As part of my training, I am trying to improve my communication skills with patients. I would like to audio record this patient visit today to help with this.

- a. This recording will only be used by me, the ECC faculty and staff and my program, \_\_\_\_\_ (say your program from below):
  - i. UC College of Nursing
  - ii. CCHMC Division of Developmental and Behavioral Pediatrics
  - iii. CCHMC Division of Child and Adolescent Psychiatry
- b. Letting me record our conversation is completely up to you. If you do not want me to record us talking today just let me know. If you say yes now, you can also change your mind any time. What you say to me will be anonymous and your name will never appear anywhere.
- c. Please say yes if you are at least 18 years old and can consent yourself without an adult to receive services at the health center and Children's Home?
- d. Would it be alright with you if I record our conversation today? Thank you for your willingness to participate and help." **(Patient must be recorded saying yes or we will not be able to count this as one of your recordings)**

9. Press **STOP** to stop recording.

**10. If you want to verify that you recorded the encounter press the center button (round play triangle symbol with 'OK' on it) and you should be able to hear the recording until you hit STOP.**

11. Turn the recorder OFF by sliding the **POWER switch** on the side of the recorder to OFF/HOLD. Screen will go blank.

12. Listen to the recordings, complete your self-assessment within 2 weeks and return your recorder and laminated verbal consent sheet to where it is stored in the designated secure location. **The recorders are not to be removed from the premises of Riverview East. All listening and self-assessments must be completed on-site.**

13. Paper copies of the ECC self-assessment forms can be located in the UC Family Medicine Mailbox in the School-Based Health Center. Return them here when they are completed.

14. Dr. White will review your ECC and send comments back to you in about 30 days.

**Happy Audiotaping!**