

COMMUNICATION ASSESSMENT: Medical Assistant

	Almost Always	Frequently	Occasionally	Almost Never
I know the patient's name before I greet them.	_____	_____	_____	_____
A team member escorts the patient into treatment.	_____	_____	_____	_____
A team member stays with the patient in treatment.	_____	_____	_____	_____
I use language the patient can understand.	_____	_____	_____	_____
I compliment the patient when appropriate.	_____	_____	_____	_____
I support the doctor's comments to the patient.	_____	_____	_____	_____
I check on the patient's comfort during treatment.	_____	_____	_____	_____
I compliment the doctor's treatment to the patient.	_____	_____	_____	_____
I speak pleasantly despite pressures.	_____	_____	_____	_____
I use short, simple sentences when explaining treatment.	_____	_____	_____	_____
I am successful at calming anxious patients.	_____	_____	_____	_____
I am sympathetic to the patient's concerns.	_____	_____	_____	_____

Rate yourself:

3 points for each
2 points for each
1 point for each

Almost Always
Frequently
Occasionally

Score:

29-36
21-28
less than 20

Excellent
Good
Needs Improvement