

OBSERVER NOTES

We will be having 3 role plays. During these role plays you will be able to play the part of a doctor, a patient, and an observer, by turns.

role play 1	doc (B)	patient (A)	observer (C)
role play 2	patient (B)	observer (A)	doc (C)
role play 3	observer (B)	doc (A)	patient (C)

When you play the role of the observer, note your answers to these questions...

How did the doctor greet the patient? What did (s)he say and was there an attempt to make eye contact?

When the doctor asks the patient questions does (s)he look up at the patient or (mostly) down at the intake sheet? How does this influence the interaction?

Were there any misunderstandings between the doctor and patient?
If so, describe them.

How were the misunderstandings resolved?

How would you describe the rapport between the doctor and patient?

How was the rapport influenced by verbal communication (for example, saying things that put the patient at ease)?

How was rapport influenced by non-verbal factors (for example, tone of voice, softness or loudness of voice, an attempt to make eye contact)?

How do you think cultural expectations of how patients/ doctors should behave affected this encounter?
