PATIENT ASSISTANCE TOOLS

PROBLEM SOLVE (THE 3 OS): Help patient assess and solve problems.

First, establish the problem and state it clearly. Then use the 3 Os:
- Options – Tell me some different ways the problem might be solved.
- Outcome – What might happen if you use that option?
- Order – Where would you like to start?

Talk to Your Provider (ABCC): Suggestions to help patient talk to providers.

- Ask Questions – keep notes of what you want to talk about and bring a list of questions with you to your appointment
- Be Organized – keep all of your health information in one place so you can find it easily; bring a pencil, paper, and your calendar to all of your appointments; take notes so you can refer to them after your appointment
- Communicate Concerns – tell your provider about your concerns, your symptoms, your problems, your fears, your goals, etc.
- Clarify – make sure you understand before you leave the provider’s office
**STEPS IN PATIENT INTERACTIONS**

- Rapport development
- Assess strengths, barriers, and areas of focus
- Identify needs
- Do: teach, assess, engage, and support patient
- Support change
- Document

**MOTIVATIONAL INTERVIEWING STRATEGIES**

**OARS:** Build relationships and get to know the patient.

- Open (vs. closed) questions – elicit information, feelings
- Affirmations – positive reinforcement
- Reflections – repeat, rephrase, paraphrase
- Summary – key points raised by patient

**ELICIT-PROVIDE-ELICIT:** Assess patient knowledge and skills, correct misconceptions, and add information for the patient.

- Elicit what the patient already knows
- Provide new information to fill in the blanks
- Elicit patient’s response to new information

**LURE:** Avoid unhelpful communication to build relationships and help the patient understand his/her power to make and act on personal decisions.

- Listen to your patient
- Understand your patient’s motivations
- Resist the urge to correct the patient (avoid the “righting reflex”)
- Empower your patient

**DARN:** Use to guide discussions about behavior change:

- Desire for change: What is it that you would like to change about ... ?
- Ability to change: What strengths or skills do you have that would help you make this change?
- Reasons for change: How would things improve for you if you made this change?
- Need for change: what makes now the time for change?

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**Reference**