

ALERT Communication Model

Effective communication among providers and patients can have a positive impact on patient satisfaction and health outcomes.¹

A	Always
L	Listen to the patient carefully
E	Explain in an understandable way
R	Respect what the patient says
T	Time management perception



Listen to the patient carefully

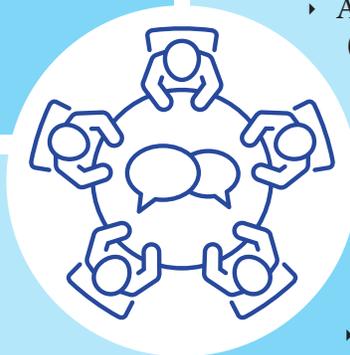
- › Maintain eye contact
- › Avoid multi-tasking when possible
- › Understand barriers they face (i.e., transportation, healthcare costs, social support)
- › Summarize or repeat back conversation
- › Do not interrupt

Explain in an understandable way

- › Avoid using medical jargon or abbreviations
- › Ask open-ended questions to assess understanding
- › Make use of printed materials, pictures, or diagrams
 - › Assess their barriers to tailor approach (i.e., literacy level, language, special needs)

Respect what the patient says

- › Maintain a non-judgmental atmosphere
- › Utilize shared decision making
- › Be sensitive to understand their point of view
- › Seek to understand cultural or ethnic influences



Time management perception

- › Take the time to sit down with the patient
 - › Display empathy
 - › Avoid appearing rushed
- › Be transparent about delays

More Information

For more information, visit <https://portal.ct.gov/husky>, click "Information for Providers," then "CAHPS/Consumer Protection" under the "Reports & Resources" menu item.

¹ Hardee, J. & Kasper, I. (2008). A clinical communication strategy to enhance effectiveness and CAHPS scores: The ALERT model. *The Permanente Journal*, 12(3), 70. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3037130>