Communication and Professionalism Scoring Matrix

	Unacceptable	Marginal	Acceptable	Excellent
Demonstrates effective communication?	• Distracting questions • Uses one-word questions • Disjointed **and** repetitive question sequence • **Continuous** use of unexplained jargon	• Asks scripted questions that did not make sense • Disjointed **OR** repetitive question sequence • Occasional use of unexplained jargon	• Open- and closed-ended questions are used to gather information more effectively and logically • Strong and cohesive connection between questions • Uses terms that are understandable and explains **most** of the medical terms used	• Asks appropriate **follow-up** questions to have a complete understanding • Questioning is smooth, cohesive and **logical** • Uses terms that are understandable and explains **all** of the medical terms used • Language is clear and direct
Exhibits professionalism?	• No empathy/concern • Was disrespectful or interrupted patient • Candidate distracted, not prioritizing patient	• Acknowledges but doesn't seem supportive/ understanding • Looks at screen more than patient when interacting with patient	• Makes an active connection with the patient, showing support and understanding • Non-judgmental toward patient • Appropriate interaction level, prioritizes patient	• Demonstrates concern • Show empathy and sensitivity • Treats patient with respect • Candidate appears confident and knowledgeable • Shows interest
Educates on the leading diagnosis, cause, and treatment?	• 0-1 requirements met (diagnosis, treatment, cause)	• 2 of 3 requirements met (diagnosis, treatment, cause)	• All (diagnosis, treatment, cause) are explained in a **basic** way to the patient	• All (diagnosis, treatment, cause) fully explained. • The patient has a **strong** understanding of "what is wrong" with them.