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.