

T4. PATIENT-CENTEREDNESS IN PATIENT-PHYSICIAN RELATIONSHIPS



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See Medical Expert Role teacher tips appendix for this teaching tool

Instructions for Learner:

- This activity will give you an opportunity to ‘try out’ a variety of patient-physician relationships.
- See back of worksheet for description of different terms.
- Remember to stay ‘patient-centred’.
- You will be assigned a scenario. Choose one or two of the physician relationships that you would like to role play.
- Take a moment to complete the table and prepare for your role play.
- Role-play with one or more peers and then reflect on the experience. What did you learn from the experience? Would it change your practice in any way?

| Type of patient-physician relationship ^a | Questions or statements the physician might say |
|---|---|
| Paternalistic (PARENTAL) | |
| Informative patient-physician relationship (INFORMANT) | |
| Interpretive patient-physician relationship (COUNSELLOR) | |
| Deliberative patient-physician relationship (TEACHER OR COACH) | |

a Emanuel EJ, Emanuel LL. Four Models of the Physician-Patient Relationship. *JAMA*. 1992;267(16):2221-6.



T4. PATIENT-CENTEREDNESS IN PATIENT-PHYSICIAN RELATIONSHIPS (continued)

LEARNER INFORMATION

Types of patient-physician relationships

| Type | Description | Physician approach | Patient approach | Example |
|----------------------------------|---|---|---|---|
| Paternalistic^a | Patient wants the physician to provide significant direction, guidance or decisions on diagnostic and therapeutic interventions, risks and benefits in the clinical situation. | <ul style="list-style-type: none"> • Parent. • Authoritative and in control of information and situation. | Patient is passive and trusts physician to make decisions in their best interests and on their behalf. | Physician provides selected information and suggestions about treatment/care options. Physician presents information that encourages patient to consent to the intervention(s) that the physician views as best. <i>"I think you should..."</i> |
| Informative | Patient wants information and medical expertise provided in a factual manner including possible diagnostic and therapeutic interventions, risks and benefits in the clinical situation. | <ul style="list-style-type: none"> • Informant. • Technical, rationale expert. | Patient consumes medical information making choices based on factual information provided. | Physician provides the facts about medical condition(s), options and plan. Patient asks questions about choices and then makes the decision(s). <i>"The options are..."</i> |
| Interpretative | Patient wants physician to help clarify values, needs and goals to inform the selection of diagnostic and therapeutic interventions, risk and benefits that meet those values, needs and goals in the clinical situation. | <ul style="list-style-type: none"> • Counsellor. • Engaged, shared decision-making | Patient is knowledgeable about own wants and needs and communicates these expectations. Works with physician in selection of choices. | Physician explores patients' values, needs and goals to then offer diagnostic and therapeutic interventions that meet those values, needs and goals. <i>"How the options connect to your goals are..."</i> |
| Deliberative | Patient wants the physician to help clarify health-related values, clarify the issues arising from the various options for diagnostic and therapeutic interventions, risks and benefits in the clinical situation. | <ul style="list-style-type: none"> • Teacher or Coach | Patient engaged in dialogue and empowered to follow unexamined preferences or examined values. | Physician and patient explore values, needs and goals. Physician and patient dialogue about alternative health-related values including applicability and implications in the clinical situation. <i>"Have you considered that your goals might mean that..."</i> |