

YES

INTRODUCTION

- 1. To be discharged
- 2. Family/Friend present

TEST RESULTS/ED SUMMARY

- 3. “**life-threatening**” or “**dangerous**”
- 4. Diagnoses considered - Lay
- 5. Results linked to meaning (normal or abnormal) – Lay
- 6. Questions about testing/results
- 7. Expectations

“NO/UNCERTAIN DIAGNOSIS”

- 8. Discuss alternate diagnoses
- 9. No confirmed diagnosis/explanation
- 10. Validates symptoms
- 11. Discuss ED role
- 12. Normalize leaving with uncertainty

NEXT STEPS/FOLLOW UP

- 13. Suggest realistic expectations for timeline of symptoms
- 14. Next tests (if any)
- 15. Discuss follow-up (who/when)

HOME CARE

- 16. Symptom management
- 17. Medication Changes
- 18. Questions for next steps/anticipated problems

REASONS TO RETURN

- 19. Reasons to return

GENERAL COMMUNICATION SKILLS

- 20. Eye contact
- 21. Questions/Concerns