



*Case #540*

## **The RESPECTS Method of EHR Communication**

Providers have the critical cognitive task of attending to the patient while also using the electronic health record (EHR) during an office visit. How the EHR is used and affects the patient engagement during the visit has a huge impact on both actual and perceived outcomes of the clinical visit. Despite years of research and tips for proactive patient centered care, EHR use is still seen predominantly negatively by providers. Utilizing survey research, UVM researchers have developed RESPECTS, a mnemonic for EHR specific communication skills to both teach best practices in EHR specific communication and help offices implement these models into practice and positive perception.

### **Applications:**

- Medical practice EHR communication skills.

### **Advantages:**

- Puts best practices into a single list.
- Easy to remember mnemonic.
- Maintains provider and patient communication.
- Helps provider's situational awareness.

### **Intellectual Property and Development Status:**

Available for licensing for commercial use.

### **References:**

Electronic health records' effects on the outpatient office visit and clinical education. Sandoval MB, Val Palumbo M, Hart V. *J Innov Health Inform.* 2016;23(4):765–771

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