

Development of an adherence enhancing intervention in topical treatment termed the Topical Treatment Optimization Program (TTOP)

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Online Resource 3 General Patient Encounter Guide

A General Patient Encounter Guide*

Please consider the following when meeting with your patient.

1. Hand washing/other sanitizer

Do it • Make sure your patient sees you do it. • Either one alone is not good enough.

2. Polite greeting

Eye contact and handshake both at start and end of consultation visit. • Acknowledgement of everyone in the room.

3. Sit, lean forward, use silence and be calm

4. Ask open ended questions

For example: 'How are you today?' or 'Is there anything else?'

Don't interrupt • If there are too many issues, make clear what you have to focus on/what you have time for during this consultation. • However, acknowledge the patient's needs.

5. When taking the history

Ask how psoriasis affects life and offer sympathy. • If possible, use ungloved hands when assessing affected skin areas.

6) Provide explanations and be open, honest and responding about any aspect of the care you can provide

Tell the patient what and why you are doing. • Tell the patient what comes next • Inform the patient about the disease • Inform the patient about the therapy • Inform the patient about the effect and side effects that he may expect from the therapy

7) Provide written education materials when/where available

8) Ask if the patient has questions and recognize when a lot of information is being provided

Encourage patient to write down any questions and bring them along to a next visit.

9) Follow up

Provide contact information and opportunity for follow up. • Reinforce the importance of adherence to the provided therapy at every consultation/contact. • Ask patients for feedback.

* This guide has been adapted from E.E. Uhlenhake et al. J. Derm. Treatm. 2010, 21, 6-12.