A New Clinical Skill: The Electronic Medical Record and Maintaining Rapport

Eric Kirchmann, MD
Duke University School of Medicine
Associate Course Director, The Practice Course
The Problem:
Computers bring amazing efficiencies and a multitude of clinical tools

**BUT** they can negatively impact the experience of the patient. (rapport, therapeutic alliance)

New York Times, December 14, 2011:
"As Doctors Use More Devices, Potential for Distraction Grows" –Matt Richtel
Technology in Medical School Curriculum

• Strong emphasis on teaching how to use the technology

• Little to no emphasis on how to use it to promote (rather than to distract from) Patient-Centered care
What are the skills?

- Copious articles on improved efficiency & quality, communication between providers, engaging patients in their own care through technology

- Relatively few on the impact of the computer on the doctor-patient relationship
Literature Review


Content and Method

Content-
Created an outline of skills for maintaining Doctor-Patient relationship

Method-
*Large Group lecture (brief)
  focusing on these skills, but also challenge students to consider how different forms of technology impact patient care now and into the future

*Small Group (majority of time)
  -student led discussion of above topics, draw on personal experiences
  -skills based role playing with laptop in room with fellow student playing the patient role and providing feedback on the experience
Questions and Reflections

Clinicians- please share any techniques you may use in the setting

Feedback/suggestions for how to teach the class