

Additional File 4

Rating scale used to assess resident communication skills

CRITERIA FOR COUNSELLING PATIENTS/CAREGIVERS REGARDING UNNECESSARY TESTS

	1 (Not done)	2 (Attempted, but incomplete or not always effective)	3 (Excellent complete and done effectively)		
1. CLEAR RECOMMENDATIONS					
• Explained why ordering the test is not necessary	1	2	3		
• Described benefits and potential risks of the test	1	2	3		
• Used clear language and avoided medical jargon	1	2	3		
• Referred to evidence that supports the recommendation	1	2	3		
Overall Impression on Providing Clear Recommendations	1	2	3	4	5
2. ELICIT PATIENT/CAREGIVER CONCERNS					
• Asked about my concerns (that make me want the test)	1	2	3		
• Commented on non-verbal cues that indicate that I have concerns	1	2	3		
Overall Impression on Eliciting Patient/Caregiver Concerns	1	2	3	4	5
3. EMPATHY					
• Told me that my concerns were understandable	1	2	3		
• Allowed me time to express my concerns	1	2	3		
• Told me that my emotional reaction was understandable	1	2	3		
Overall Impression on Empathy	1	2	3	4	5
4. CONFIRM AGREEMENT					
• Summarized management plan briefly	1	2	3		
• Offered me the opportunity to ask additional questions	1	2	3		
• Confirmed with me my agreement with the treatment plan	1	2	3		
• Offered a follow-up appointment to re-visit concerns	1	2	3		
• Provided a clear description of symptoms/red flags that should alert an earlier follow-up	1	2	3		
Overall Impression on Confirming Agreement with Patient	1	2	3	4	5
5. GENERAL COMMUNICATION SKILLS					
• Degree of coherence in the interview	1	2	3		
• Verbal expression	1	2	3		
• Non-verbal expression - N/A	1	2	3		
• Responding to my needs	1	2	3		
• Checked for my understanding of the information he/she provided	1	2	3		

Figure 2. Rating scale used to assess resident communication skills (continued)

Overall Impression on General Communication Skills	1	2	3	4	5
Overall Assessment of Choosing Wisely[®] Communication	1	2	3	4	5

Did the resident order the test for you? (please circle one): YES NO