

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10
Totally agree Totally disagree

3.2 When talking to patients, I try to be empathetic with the patients.

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10
Totally agree Totally disagree

3.3 When talking to patients, I always try to ask "open-ended" questions.

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10
Totally agree Totally disagree