

Heath JK, Dine CJ, LaMarra D, Cardillo S. The impact of trainee and standardized patient race and gender on internal medicine resident communication assessment scores. *J Grad Med Educ.* 2021;13(5):643–649. <http://dx.doi.org/10.4300/JGME-D-21-00106.1>

Supplementary Data

TABLE

Communication Domains

Domain	Description
Eliciting information	Asked questions in an articulate, understandable, straightforward manner; questions were clear and easily understood; appropriate use of open-ended questions; encouraged you to ask questions.
Listening	Appeared to pay close attention (eg, appropriate and engaged eye contact and body language, restating/summarizing facts); listened carefully; responded to your nonverbal cues; let you talk without interrupting, or apologized for and explained interruption.
Giving information	Communicated clear explanations and counseling with regard to your concerns (SP challenge); discussed possible diagnosis/diagnoses with you; discussed next steps in evaluating and/or treating the problem; explained physical exam procedures and findings; answered questions clearly and checked for understanding of the answers; used words you could understand when explaining your problems—ie, avoided jargon, or explained the technical medical terms in plain language.
Respectfulness	Warm and friendly throughout the encounter; treated you in a polite and sensitive manner; held you in high regard or esteem; treated you like an adult; talked to you as an equal and at your educational level; draped you appropriately while exposing area of examination.
Empathy	Demonstrated (verbally and/or nonverbally) genuine/sincere understanding, concern, and interest in your medical problem and life situation; did not act bored or ignore what you had to say; did not just go through the motions; considered your comfort during the physical exam (eg, warmed hands before examining you, helped you sit back up, apologized for palpating area of pain).
Professionalism	Introduced him/herself clearly to you; appropriate appearance and attire (eg, neatly dressed, clothes/jewelry/perfume not distracting); good hygiene; avoided distracting behaviors (eg, pen tapping, chewing gum); demonstrated sensitivity/responsiveness to your culture, age, gender, lifestyle; did not make judgmental comments; trustworthy; confident (but not cocky), not flustered; managed time well, did not appear rushed.
Referral to a family member	How comfortable would you feel referring a family member or friend to this doctor?