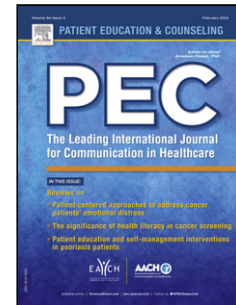


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<AT>Does patient coaching make a difference in patient-physician communication during specialist consultations? A systematic review.

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<ABS-HEAD>Abstract

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<ABS-P><ST>Objective</ST>: To systematically review the literature on the effectiveness of a patient coach intervention on patient – physician communication in specialists consultations.

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<ABS-P><ST>Methods</ST> PubMed, Cochrane, PsycInfo, Cinahl and Embase were searched until November 2015. Included were papers describing interventions directed at adult outpatients in secondary care with a variety of somatic diseases.

<ABS-P><ST>Outcomes</ST> had to be measured in communication effectivity from a patient's perspective.

<ABS-P><ST>Results</ST> Seventeen publications met the inclusion criteria (involving 3787 patients), describing 13 unique interventions. Most interventions were single one-on-one sessions taking between 20-40 minutes before consultation. Research quality in ten studies was high. These studies showed significant improvement on immediate, intermediate and long term patient – physician communication.

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<ABS-P><ST>Conclusion</ST> We found limited evidence suggesting an improvement of patient – physician communication by having multiple patient coaching encounters during which questions are prepared and rehearsed and consultations are evaluated and reflected upon, sometimes supported by audio recording the consultation.

<ABS-P>*Practice Implications*

<ABS-P>The results of this review contribute to the (re-)design of an effective model for patient coaching, a profile and training approach of patient coaches. Future

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