Certifying Exam
Case Materials

PATIENT-CENTERED COMMUNICATIONS

CASE SAMPLE VIDEO

Use of the case materials in this document are demonstrated here.

CASE SUMMARY

Engaging and being able to effectively communicate with patients and families are essential skills for an emergency physician. The Patient-Centered Communication (PCC) cases focus on both the content and the process of communication with a patient. A successful candidate will empathically use verbal and nonverbal skills to engage in bidirectional communication that is essential for a successful therapeutic encounter in the emergency department.

SCORING

Information on how this case will be scored can be found here.

PATIENT-CENTERED COMMUNICATION CASE TASK SHEET

CASE PARAMETERS

You are meeting Jennifer Smith, a 21-year-old female who arrives at the emergency department by private vehicle. Her chief concern is shortness of breath and chest tightness.

Jennifer appears alert and oriented, though slightly anxious, and is able to speak in full sentences. She reports experiencing several days of shortness of breath, accompanied by chest tightness, a dry cough, and wheezing at night. She has a known history of asthma and uses an Albuterol metered-dose inhaler (MDI). She has no known allergies.

Jennifer has no history of smoking or vaping. She drinks alcohol occasionally on weekends, though she notes she has not consumed alcohol since moving to her current location. She was hospitalized once as a child for asthma but has never been intubated. She has been treated with corticosteroids once or twice in the past, with the most recent course occurring two years ago.

A physical exam revealed good air movement with scattered diffuse wheezes, which resolved after one Albuterol nebulizer treatment. A chest X-ray was normal, showing no acute infiltrate or abnormality, and her labs, including a D-dimer level, were all within normal range.

After the evaluation, Jennifer expresses worry that her current breathing difficulty feels different from previous asthma attacks, prompting her to seek emergency care.

Her vitals are provided below.

You will NOT perform a physical exam.

VITALS	**BP**: 118/72	**P**: 95	**R**: 20	**T**: 36.1°C (98.8°F)	**O2 sat**:97% RA

TASK STATEMENT

Given this information, please have a conversation with this patient about their symptoms, concerns and the intended plan.