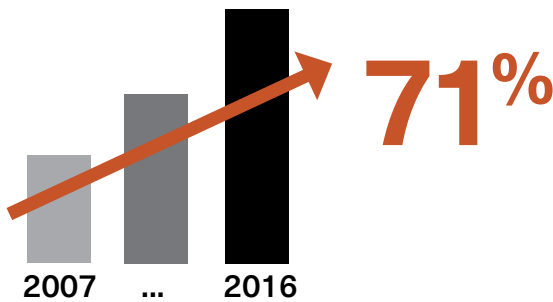


College complaints on the rise: **Better communication can help**



Communication is at the root of many College complaint cases. To improve interactions with patients, potentially curb complaints and reduce stress, physicians should consider their communication skills.



In the last 10 years, requests for CMA assistance with **College complaints** have **increased** from 1,983 requests (2007) to 3,387 (2016).

Tips on being a better communicator



When receiving information from patients

1. Focus on your patient
2. Listen actively
3. Understand your patients' perspective



When delivering information to patients

1. Express empathy
2. Provide clear and simple information
3. Share decision making

For more tips on being a better communicator, read "[College complaints on the rise: Better communication can help](#)" at www.cmpa-acpm.ca