

# Communicating with Patients

## WB2858 Module 3

**PROGRAM DESCRIPTION:** This module will help increase clinicians' knowledge of CDC recommended strategies for communicating effectively with patients about pain management and opioid use. You will learn the importance of communicating relevant information to patients, how to apply motivational interviewing to encourage changes in chronic pain management and use of opioids, how to find common ground with patients managing chronic pain, and how to properly address conflicts that sometimes arise. This activity will also provide opportunities to apply your knowledge to patient cases.

Please refer to the *CDC Guideline for Prescribing Opioids for Chronic Pain* for additional information as needed during this training.

### **OBJECTIVES:**

At the conclusion of the session, the participant will be able to:

- 1) Highlight the importance of improved communication and re-evaluation of treatment options for patients experiencing pain
- 2) Describe effective communication strategies that promote healthy dialogue with patients regarding benefits and harms of opioids
- 3) Identify strategies that help resolve conflicts with patients being treated for chronic pain by emphasizing patient safety, remaining patient-centered and focusing on a cooperative treatment plan

### **FACULTY / CREDENTIALS:**

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Centers for Disease Control (CDC),  
Office of Noncommunicable Diseases, Injury and Environmental Health (ONDIEH)

**ORIGINATION DATE:** October 26, 2017

**RENEWAL DATE:**

**EXPIRATION DATE:** October 26, 2019

**URL:** <https://www.cdc.gov/drugoverdose/training/communicating>

**HARDWARE/SOFTWARE:** Computer Hardware; Internet connection; Browser

**MATERIALS:** None

**TARGET AUDIENCE:** Physicians, Registered Nurses, Other Professionals

**PREREQUISITES:** None

**FORMAT:** These modules are web-based training

**CONTACT INFORMATION:** Division of Unintentional Injury Prevention, NCIPC, CDC, 800-CDC-INFO (800-232-4636)

#### **ACCREDITATION STATEMENTS:**

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