

- 4.6. Demonstrate sensitivity, honesty, empathy and compassion in difficult conversations
- 4.8. Elicit, listen to, recognize and respond to emotional as well as physical complaints
- 4.9. Elicit and negotiate appropriate care plans for patients from diverse, socioeconomic and cultural backgrounds

5. Professionalism

- 5.1. Demonstrate honesty, integrity, and respect in all interactions and patient care
- 5.4. Demonstrate accountability to patients, society, and profession
- 5.6. Demonstrate a commitment to ethical principles in everyday patient care including but not limited to provision or withholding of care, confidentiality, informed consent, and business practices, including compliance with relevant laws, policies, regulations
- 5.7. Continually strive to do one's duty and exceed expectations of patients, colleagues, society and members of the healthcare team

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