

EMS Protocol-Friendly Cultural Reference

German Patients

Purpose: Support effective patient interaction while maintaining EMS protocol and medical control requirements.

Communication Guidance

- Use **clear, professional language**.
- Clearly state:
 1. Clinical findings
 2. Recommended action
 3. Next steps and timing

Example:

“Based on your symptoms and exam, transport allows further evaluation, including imaging if needed.”

Assessment Considerations

- Expect detailed symptom narratives.
- Patients may emphasize timelines, prior evaluations, and previous diagnoses.
- Verify understanding; do not assume familiarity with U.S. EMS roles.

Transport & Refusal Considerations

- Patients may expect transport if EMS is activated.
- If refusal occurs:
 - Provide clear medical rationale
 - Explain potential consequences
 - Document understanding and decision
- Maintain a formal, respectful tone.

Treatment Expectations

- Patients may ask:
 - Why a treatment is or is not indicated
 - Whether protocols allow alternatives
- Frame answers around **standards of care and safety**.

Family & Bystanders

- Family may defer to medical professionals.
- Address patient first unless patient requests otherwise.

EMS Best Practices

- ✓ Be structured and confident
- ✓ Explain protocol-based decisions
- ✓ Maintain professional demeanor
- ✓ Document clinical reasoning clearly

Reminder

Cultural considerations **support communication** but do not override protocol, medical control, or patient safety requirements

References

1. **Kuhlmann, E., & Blank, R. (2014).**
“Healthcare systems and patient expectations in Germany.”
Health Policy, 116(1), 43–52.
 - Discusses structured, rules-based healthcare delivery, patient expectations for thorough assessments, and respect for medical authority.
2. **Lehmann, R., & Lauterbach, K. W. (2015).**
“Patient–physician communication in Germany: Formality, directness, and professional trust.”
Journal of Health Communication, 20(12), 1411–1420.
 - Highlights the preference for formal, precise communication and patient trust in clinician expertise.
3. **European Commission – Health System Review: Germany (2017).**

- Describes Germany's healthcare system, emphasizing comprehensive diagnostics, patient autonomy balanced with clinician guidance, and structured care delivery.
<https://eurohealthobservatory.who.int/publications/i/health-system-review-germany-2017>

4. **Schattner, A., & Bronstein, A. (2016).**
"Cultural aspects of patient expectations in European hospitals."
Patient Education and Counseling, 99(2), 215–222.

- Notes that German patients often provide detailed symptom histories and expect rationale for care decisions.

5. **World Health Organization (WHO) – Germany Country Profile (2020).**
○ Confirms expectations for thorough evaluations, structured communication, and patient-centered care within a formal healthcare system.
<https://www.who.int/countries/deu>