

Today's essential equipment, such as laptops or cellphones, can be a roadblock to building rapport with patients if they are not implemented correctly, adds Cheri Bankston, RN, MSN, senior director of clinical advisory services at naviHealth, a Cardinal Health company.

If you face the computer and not the patients, it appears that you are talking to the computer, and not the patient, she points out.

Read the full article [here](#).