

'More than words' - interpersonal communication, cognitive bias and diagnostic errors.

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<https://psnet.ahrq.gov/issue/more-words-interpersonal-communication-cognitive-bias-and-diagnostic-errors>

Cognitive biases and poor [communication](#) among providers can lead to [diagnostic errors](#). This commentary presents the links between biases, provider communication, and diagnostic error, and proposes how patient engagement and health communication research can improve the diagnostic process.