

Calgary- Cambridge Guide to the medical interview
Skills which help with time management

Skills from the CC guides	Applying these skills with greater depth, intention and intensity
<i>Initiation</i>	
Preparation Developing rapport Identifying the reasons for the consultation	Housekeeping/signing off from the last patient Checking that you have all the right notes and relevant information in front of you before calling the patient in Make sure you are orientated with the patient's on-going problems If you have an agenda, clarify it in your mind first **Using tone of voice and supporting statements early in order to develop rapport quickly, but limiting, appropriately, "social chat" **Screening for all the problems the patient wishes to talk about negotiating an agenda which is reasonable to cover in the time (you may need to cover one or more of the problems at a subsequent consultation)
<i>Gathering information</i>	
**Active listening Gauging the patient's emotional state Clarifying **Discovering the patients ideas, concerns and expectations	Verbal encouragement to continue **Picking up and clearly responding verbally to important cues will help to focus the interview, and help the patient to know that their ideas "aren't silly". This stops the consultation going round in circles Careful clarification of the clinical story, using appropriate direct questions Clarify that this has been obtained before proceeding to explanation and planning
<i>Building the relationship</i>	
Empathy, sensitivity Support	Particularly important to demonstrate at the beginning and end of the interview "That is an important point; in order to do justice to it, I'd like to spend more time on it, perhaps at another time?"
<i>Structuring the interview</i>	
Summarising Signposting	Giving a time framework for the interview to the patient where appropriate These twin skills need to be exaggerated in order to clarify transitions between open and closed questions, the disease and illness frameworks, and explanation and planning **renegotiating the agenda, when time is running out
<i>Explanation and planning</i>	
Chunk and check information giving Clear language, moderate pace, free from jargon Offer options	Checking understanding and agreement Discover what the patient knows already before giving information backed with leaflet **Discuss prognosis Relate options for management to patient's hopes for the consultation
<i>Closing</i>	
Summarising and checking **Safety netting	These three skills need particular attention when time is short Avoid asking late in the interview if the patient has come with any other problems

**** denotes those skills which although may take longer at the time, but may save time in the long run**