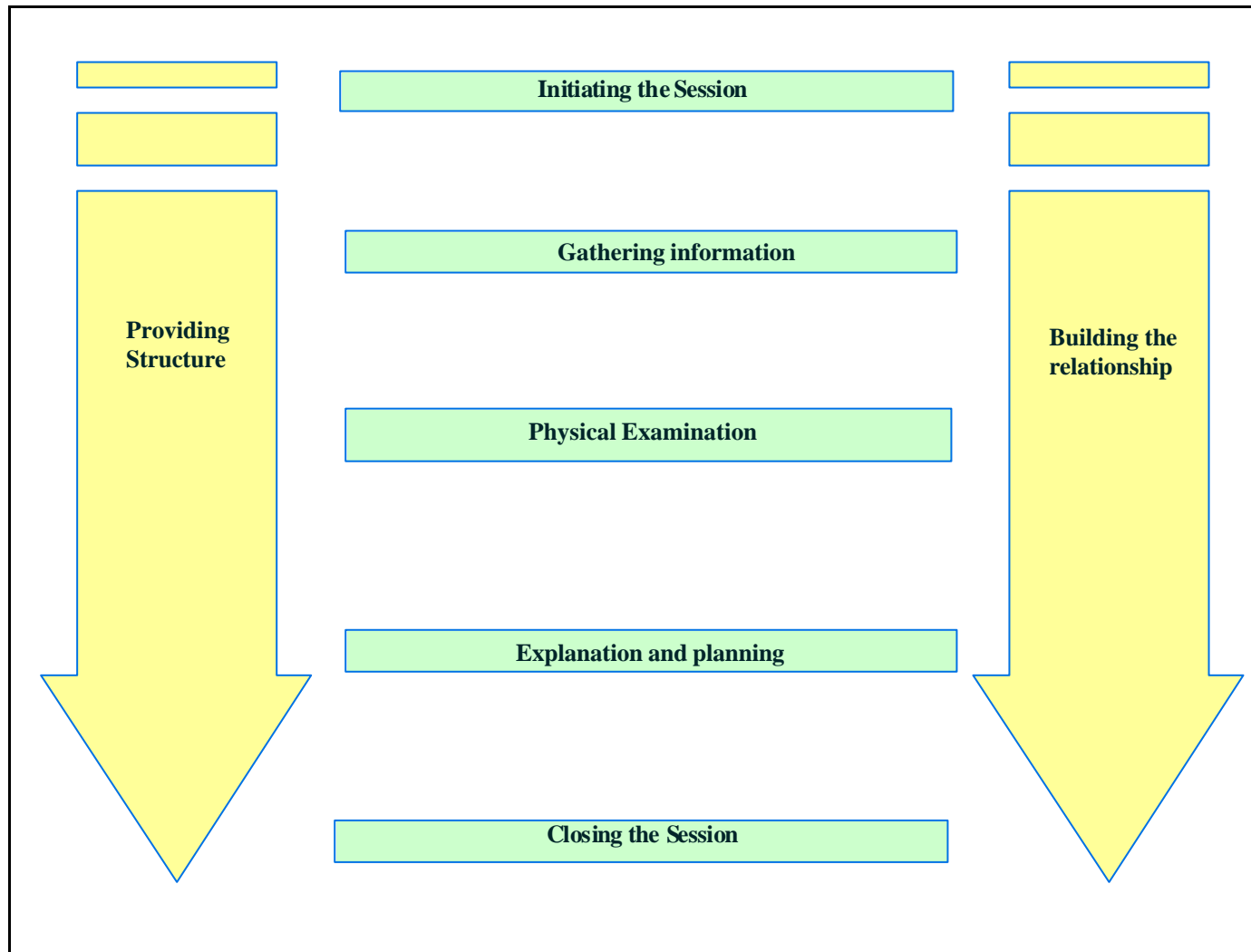


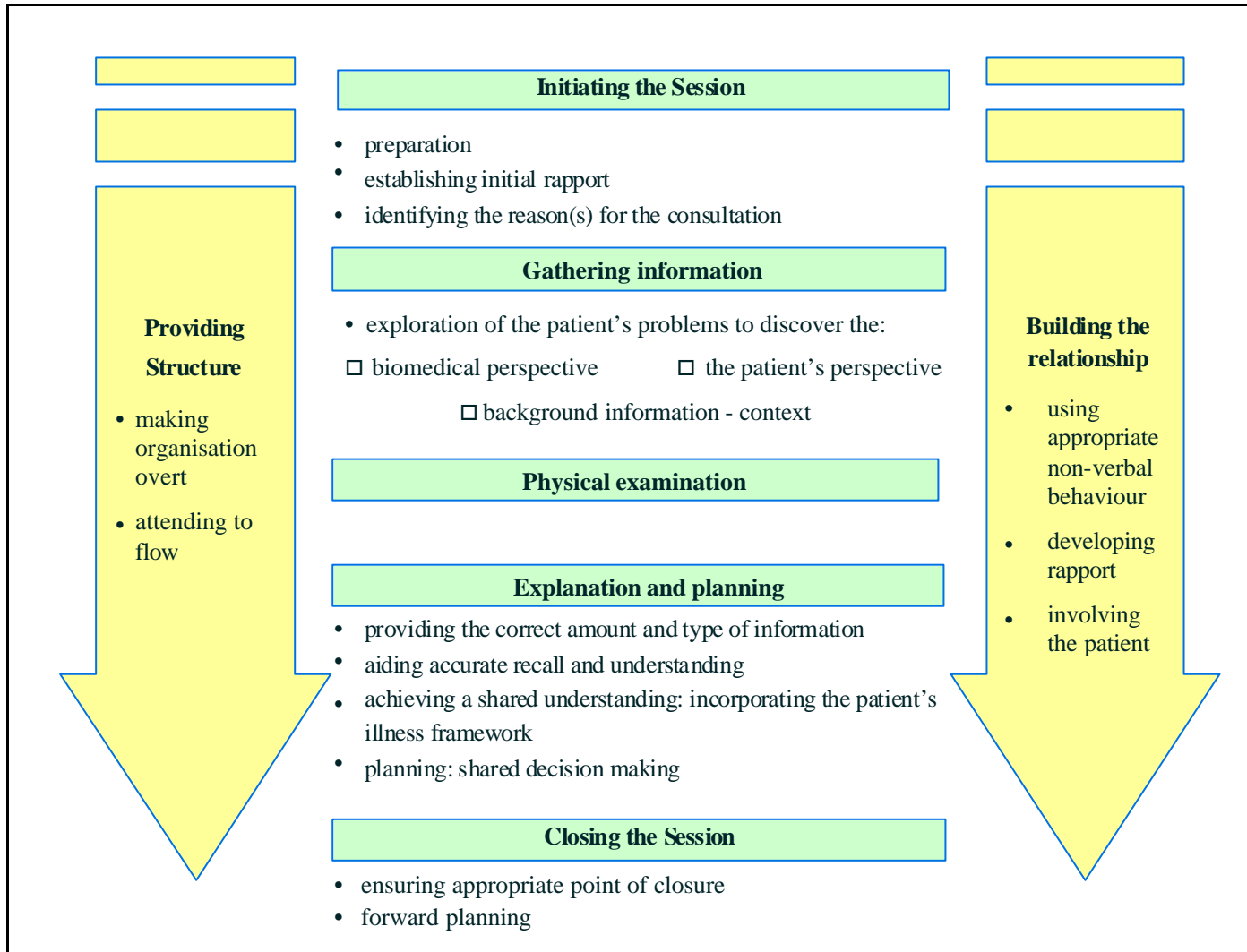
THE ENHANCED CALGARY-CAMBRIDGE GUIDE TO THE MEDICAL INTERVIEW

Kurtz SM, Silverman JD, Benson J and Draper J (2003) Marrying Content and Process in Clinical Method Teaching: Enhancing the Calgary-Cambridge Guides
Academic Medicine In press

THE BASIC FRAMEWORK



THE EXPANDED FRAMEWORK



AN EXAMPLE OF THE INTER-RELATIONSHIP BETWEEN CONTENT AND PROCESS

Gathering Information

Process Skills for Exploration of the Patient's Problems

- patient's narrative
- question style: open to closed cone
- attentive listening
- facilitative response
- picking up cues
- clarification
- time-framing
- internal summary
- appropriate use of language
- additional skills for understanding patient's perspective

Content to Be Discovered

the bio-medical perspective (disease)

sequence of events
symptom analysis
relevant systems review

the patient's perspective (illness)

ideas and beliefs
concerns
expectations
effects on life
feelings

background information - context

past medical history
drug and allergy history
family history
personal and social history
review of systems