

# THE CLINICAL CONSULTATION

## CALGARY-CAMBRIDGE GUIDE



*Making conversations easier*

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### Providing structure

- Making organisation overt
- Attending to flow

#### Initiating the conversation

- Preparation
- Establish initial rapport
- Identify the reasons for the consultation

#### Gathering information

- Explore the patient's problems
- Understanding the patient's perspective

#### Physical examination

#### Providing information & planning

- Provide correct amount and type of information
- Aid patient recall and understanding
- Incorporate the patient's perspective
- Shared decision-making and planning

#### Closing the conversation

- Ensure appropriate point of closure
- Forward planning

### Building the relationship

- Greeting and introductions
- Non-verbal behaviour
- Involve the patient and share your thinking
- Empathy

Adapted from: Silverman, J., Kurtz, S., & Draper, J. Skills for Communicating with Patients (3rd ed). Oxford: Radcliffe Publishing (2013).