

THE CLINICAL CONSULTATION

CALGARY-CAMBRIDGE GUIDE



Making conversations easier

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Providing structure

- Make organisation overt
- Attend to flow

Initiating the conversation

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

Gathering information

- Explore the person's problems
- Understand the person's perspective

Physical examination

Providing information & planning

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

Closing the conversation

- Ensure appropriate point of closure
- Forward planning

Building the relationship

- Greetings and introductions
- Non-verbal behaviour
- Involve the person
- Demonstrate empathy

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