

Communication skills

for **Initiating the Consultation**

#1. PREPARE



Prepare yourself

- Personal appearance
- Complete any outstanding tasks



Prepare the environment

- Pen, paper, healthcare record
- Ensure privacy
- Turn phone to silent



Prepare your information

- Read records carefully
- Summarise what you know
- Consider your agenda

#2. ESTABLISH INITIAL RAPPORT



- Greet patient
- Obtain patient's name



- Introduce yourself, your role and the nature of the consultation
- Check how patient prefers to be addressed



- Obtain consent

- Demonstrate respect and interest



- Tell the patient what you have done to prepare for the consultation

I have read the letter from the GP

#3. IDENTIFY THE REASONS FOR THE CONSULTATION



- Begin with an open question

How can we help you today?



- Listen attentively without interrupting



- Elicit list of issues to discuss
- Screen for further problems

What else?



- Negotiate agenda
- Summarise shared agenda

How does that sound?



Find out more: www.hse.ie/nhcprogramme

