

CONSULTATION SKILLS FOUNDATION MODULE (CSFM)



Objectives

- 1. To enable students to carry out a patient-centred consultation.**
- 2. To enable students to take a history from a patient, perform a physical examination & do any skill wanted to achieve patient health .**
- 3. Speech with patients about the diagnosis , management plan , the tests needed the complications ,the need for other team member, the fade of the dis. ...ect.**

COMMUNICATION SKILLS

**The room environment should be optimal
(if possible)**

- **Quiet**
- **Air-conditioned**
- **Well illuminated**
- **One patient at a time**

COMMUNICATION SKILLS

Principles

- **Introduce yourself**
- **Shake hands**
- **Make patient sit comfortably**
- **Ask the need for a component**

Principles

- Establish a **relationship**
- use appropriate **questioning style**

Question types

- Open questions
- Probing question
- Closed question
- Leading question
- Double barreled question
- Difficult question

Principles

- **listen** well
- Don't **interrupt**
- **clarify** patient symptoms

Principles

- Achieve **empathy**
- Make sure the patient **understood** what you have said as use the patient words

Speech to patient

- Checking what the patient already knows before beginning your explanation
- Provide information in "**small packages**"
- Use simple understandable language clear language, avoiding **jargon**
- Linking your explanation back to the patient's initial ideas, concerns and expectations.

Some information can be retrieved from the relatives especially if the patient is a

- **Child**
- **Unable to talk**
- **Confused or unconscious**
- **Mentally ill**
- **Severely ill**

REMEMBER

- Don't talk to more than one patient at the same time.
- Offer sweets, candies, or toys to children(remember diabetes)
- A smiley face is preferable to frowning one

After introducing yourself, you should begin by asking the patient an open question, for example

- **"Can you tell me about your illness?"**
- **"What is bothering you?"**
- **"What has brought you to the doctor today?"**

Use open questions to encourage the patient to give you more information about the problem.

"How did it start?";

"What happened next "?

Use prompts as appropriate e.g.

- **"I see";**
- **"I understand";**
- **"Tell me more about that."**

Make the patient notice that you consider some of his ideas or opinions, but not always, e.g:

- **Nodding your head**
- **Yes, that's right.**
- **Yes, I know.**

Encourage the patient to continue if a significant statement is made and the patient stops.

Try repeating the last statement made by the patient, with a questioning tone to your voice

- **You are saying....?**
- **You mean that ...?**

you may receive information out of sequence. Remember key points.

If not sure about information: For example:

"You said earlier....."

" You mentioned before...."

If you need to write information down, do so in a way that does not interfere with your communication with the patient .

- **Clarify any words or terms used by the patient. If you do not understand what the patient means, ask them to explain**
- **What do you mean by “” ?**
- **Let me understand this...**

At the end

- **Summarize : by patient words**
- Explain the next step
- Give the patient time to digest information
- Let the patient ask questions
- You can provide the patients with source of information about their dis.
- close the interview

- To communicate effectively you must:
- • Listen to, ask for and respect patients' views about their health and respond to concerns and preferences
- • Share with patients, in a way they can understand, the information they want or need to know about their condition, its likely progression, and the treatment options available to them, including risks and uncertainties

- **You must be alert from the moment you first see the patient.**
- Employ your eyes, ears, nose and hands in a systematic fashion to collect information from which you can deduce the diagnosis.
- The ability to appreciate an unusual comment or minor abnormality can lead you to the correct or incorrect way to the diagnosis.

THANK YOU