

## **Integrated Patient-Centered and Clinician-Centered Interview**

### START OF THE INTERVIEW: PATIENT-CENTERED INTERVIEWING METHOD

(5-STEPS, 21-SUBSTEPS)

#### STEP 1 -- Setting the Stage for the Interview

1. Welcome the patient
2. Use the patient's name
3. Introduce yourself and identify specific role
4. Ensure patient readiness and privacy
5. Remove barriers to communication (sit down)
6. Ensure comfort and put the patient at ease

#### STEP 2 -- Chief Concern/Agenda Setting

1. Indicate time available
2. Forecast what you would like to have happen in the interview; e.g., check blood pressure
3. Obtain list of all issues patient wants to discuss; e.g., specific symptoms, requests, expectations, understanding
4. Summarize and finalize the agenda; negotiate specifics if too many agenda items

STEP 3 -- Opening the History of Present Illness (HPI)

1. Start with open-ended beginning question focused on Chief Concern
2. Use 'nonfocusing' open-ended skills (Attentive Listening): silence, neutral utterances, nonverbal encouragement
3. Obtain additional data from nonverbal sources: nonverbal cues, physical characteristics, autonomic changes, accouterments, and environment

STEP 4 -- Continuing the Patient-Centered History of Present Illness (HPI)

1. Elicit Physical Symptom Story -- Obtain description of the physical symptoms using Focusing open-ended skills
2. Elicit Personal and Social Story -- Develop the more general personal/social context of the physical symptoms using Focusing open-ended skills
3. Elicit Emotional Story -- Develop an emotional focus using Emotion-seeking skills
4. Respond to Feelings/Emotions -- Address the emotion(s) using Emotion-handling skills
5. Expand Story -- Continue eliciting further personal and emotional context, address feelings/emotions using Focusing open-ended skills, Emotion-seeking skills, Emotion-handling skills

STEP 5 -- Transition to the Doctor-Centered History of Present Illness (HPI)

1. Brief summary
2. Check accuracy
3. Indicate that both content and style of inquiry will change if the patient is ready

MIDDLE OF THE INTERVIEW: CLINICIAN-CENTERED INTERVIEWING METHOD

(5 STEPS)

STEP 6 – Completing the History of Present Illness (HPI) Using Closed-ended, Directive Interviewing

STEP 7 – Past Medical History

STEP 8 – Social History

STEP 9 – Family History

STEP 10 – Review of Systems