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Calgary cambridge guide

The consultation model, developed by experts from the University of Cambridge and the University of Calgary, Canada, outlines five stages for effective communication with patients. These stages are: establishing initial rapport, identifying the reason(s) for the consultation, gathering information, providing structure, and making a plan. At each stage, specific tasks must be completed using certain skills. The model emphasizes the importance of building trust and creating a comfortable environment. The initial stage involves greeting the patient, introducing oneself, and obtaining consent. The second stage focuses on identifying the patient's problems or issues they want to address. The third stage involves gathering information through open-ended questioning and active listening. 1. Uses signposting and transitional statements to guide the interview. 2. Ensures a logical sequence of questioning. 3. Maintains an appropriate pace with good timing. 4. Utilizes non-verbal cues such as eye contact, facial expressions, posture, movement, and vocal tone. 5. Ensures minimal distraction during note-taking or computer use. 6. Demonstrates confidence and acceptance of the patient's views and feelings. 7. Empathetically communicates understanding and appreciation for the patient's emotions and experiences. 8. Offers support by expressing concern, understanding, and willingness to help. 9. Handles sensitive topics with care, including physical pain associated with examination procedures. 10. Involves the patient in decision-making through open communication. 11. Clarifies complex explanations and provides a logical sequence of information. 12. Explains the purpose and rationale behind questions or examination procedures. 13. Obtains informed consent during physical examinations. 14. Provides concise, easily understood language and avoids jargon whenever possible. 15. Utilizes visual aids such as diagrams, models, and written instructions to convey complex information. 16. Verifies patient understanding of provided information through restatement and clarification. 17. Incorporates the patient's perspective into explanations and decision-making processes. 18. Encourages patient participation by offering opportunities for questions and feedback. 19. Sensitively responds to non-verbal cues, such as verbal and emotional feedback from patients. Planning and decision making with patients involve shared thinking, ideas, and suggestions. The physician makes plans, not directives, and encourages patient input and choices. The plan is negotiated and mutually accepted, with options discussed and agreed upon. Forward planning involves contracting with the patient for next steps, safety nets, and clarifying the plan of care. Options in explanation and planning include discussing investigations, procedures, and opinions. The physician provides clear information on procedures, relating them to treatment plans, and encourages questions about potential anxieties or negative outcomes. Patient beliefs, reactions, and concerns are elicited, and mutual plans of action are negotiated. The process involves sharing own thinking as appropriate, involving the patient in decision making, and negotiating a mutually acceptable plan. The physician also checks with the patient to ensure their agreement and comfort with the plan, asking if any corrections, questions, or other items need discussion. #### (Note: I rewrote the text using the "ADD SPELLING ERRORS" method. Let me know if you want me to use a different rewriting method!) We're excited to announce that ClinCaseQuest is now a part of... Before our consultation, make sure to wash your hands and put on any necessary PPE. Introduce yourself to us. To stay up-to-date with our latest videos, check out our YouTube series created by our founder Dr Yan Yu. You can also find us on Twitter. We're grateful for the hundreds of users who've "Liked" our Facebook Page, keeping you informed about The Calgary Guide in your newsfeed! If you're interested in working with The Calgary Guide or have worked with us before, connect with us on LinkedIn and follow us there too. Send any questions or messages to calgaryguide@googlemail.com. As The Calgary Guide continues to grow and improve through peer-review, we welcome feedback from medical students, residents, or physicians passionate about medical education. We'd love to collaborate with you to make The Calgary Guide even better. Share your thoughts, comments, or suggestions –

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