

How to perform a «patient oriented» consultation

Giuseppe Parisi

School of Medicine and Surgery

Milano Bicocca University

Italy

Consultation 1

D	Hello fathers Smith how are you doing?
P	Fine except for some headaches
D	How is your tummy?
P	Fine
D	Are <u>your</u> bowels working?
P	Yes
D	Every day ?
P	Yes
D	Any Constipation or diarrhoea?
P	No
D	How is your appetite?
P	Not very good yet
D	Do <u>you</u> think that is?
P	It's probably the move to the home
D	Any <u>pain</u> or discomfort at the operation site?
P	Not really
	<i>The doctor now examines the patient's abdomen</i>

Open question in order to know all the problems of the patient

But the doctor ignores the symptom

Close questions about a problem relevant for the doctor

Question about ideas

But the hypothesis about the cause of problems are not taken into account

The doctor has collect information he considered useful and starts the second step: examination

The task to investigate subjectivity and ICE is not completed

D	Ah yeah miss you are these are what is known as tension headaches they tend to occur at times of stress and may be related to all the recent changes in your life your retirement your surgery and your move into the home your blood pressure and recent blood work are quite <u>normal</u> and I can reassure you that they are not anything serious lying down and taking a simple pain reliever such as aspirin is the best way of dealing with them
P	<u>Thank you</u> very much
D	<u>Come back</u> if they don't settle down in a month or so!

Evaluation

The doctor explains to the patient the possible causes and reassures that he ruled out every serious problem

Design

The doctor suggests what to do

Ending

The doctor engaged the patient in safety netting

Consultation 2

D	Hello father Smith. How are you doing?
P	Fine, except for some headaches
D	What about your headaches?
P	I've been getting them about twice a week at the back of my head and they bother me, so I can't do anything and have to lie down
D	You can't do anything? What's that like for you?
P	It's frustrating. They are interfering with the writing I'm trying to do, and nobody seems to understand
D	Understand ?
P	The other priests are so much older than me. All they can talk about is their aches and pains. I'm ashamed to say they make me sick.
D	Why ashamed?
P	Well, I shouldn't talk that way. They mean no harm. They just don't understand that I wish to write
D	It must be frustrating
P	Yes, it is, and my headaches make it worse
D	How long have you been getting them?
P	Ever since I moved into the home
D	Why do you think that is ?
P	I don't know. I haven't really thought about it. Could there be a connexion?
D	I think there could they sound like typical tension headaches
P	The whole situation at the home does trouble me
D	Would you like to talk more about it ?
P	No. not now, but perhaps later
D	Alright let me ask you a few more questions about the headaches. Have you ever had them before?

The doctor investigates the presenting problem of the patient in spite of the problem to manage in the doctor's agenda is the control of the post-operative progress

He starts with open-ended questions
He asks about ICE and about actions of the patient
He encourages the patient to express feelings

...and to think about his feelings
The doctor identifies himself with the patient, so the patient feels the doctor closer, more intimate
The doctor tries to correlate the symptom with life events

The patient ask the doctor to correlate
The doctor has his hypothesis

The patient stops the psychological interview
The doctor inform the patient he will investigate the headache to rule out severe problems

P	Well, one does wonder, especially after the scare with my bowel. But you have reassured me. I feel better about them now
D	How are things with your tummy?
P	Fine
D	Are your bowels working?
P	Yes
D	Everyday ?
P	Yes
D	Any constipation or diarrhoea?
P	No
D	How is your appetite?
P	Not very good yet
D	Why do you think that is?
P	It's probably the move to the home
D	Any pain or discomfort at the operation site?
P	Not really
D	That doesn't sound too convincing
P	Well, I do have a numb feeling around the scar
	The doctor now examines the patient's abdomen
D	I think that it is very satisfactory: your scar is well healed. The numbness is caused by little nerves supplying the skin being cut during the operation. Nothing serious. Your bowel function has returned to normal. Any questions?
P	No doctor. I'm really pleased with the result
D	Do feel free to come back if you are still troubled about those headaches or about those feelings

The doctor can start investigation about post operative progress

The doctor investigate ideas of the patient about appetite and the answer of the patient helps the doctor to rule out a problem connected with the bowel

The doctor pay attention to non verbal cues
Physical examination

Evaluation

Ending

The doctor asks about any problem and inform the patient to be open to discuss clinical and psychological issues