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| **TELEPHONE CONSULTATION CHECKLIST** | | |
| **OPENING** |  |  |
| 1.Did you answer in a proper/understandable way introducing yourself and the service? | LISTEN |  |
| **SUBJECTIVITY’** |  |  |
| 2. Did you ask the patient to communicate the reasons of the call, problems, ideas, concerns and expectations, impairments, and at the end did you summarize what has been told? | LISTEN |  |
| 3. Did you listen actively?  a) Did you allow the patient to express himself?  b) Did you confirm the patient narrative through short verbal cues? | LISTEN |  |
| Did you generate early hypothesis?  Did you focus on presenting problems? | IINTERVIEW  REFLECTION |  |
| **EXAMINATION** |  |  |
| 4. Did you explain to the patient that you will collect personal data and specific information about the clinical problems? | LISTEN |  |
| 5. Did you collect specific information about the clinical problems through closed and understandable questions, one at a time, explaining the next step? | LISTEN |  |
| Did you test the hypotheses?  Did you select the problem to prioritize?  Did you stratify severity of the problem?  Did you stratify risk?  Did you reach a working diagnosis? | IINTERVIEW  REFLECTION |  |
| **Break, put on hold (if necessary)** |  |  |
| 6. Did you communicate the break and the motivation? | LISTEN |  |
| 7. Restarting the consultation, did you thank the patient, and did you present the results of the beak? | LISTEN |  |
| **EVALUATION AND SHARED CHOICE** |  |  |
| 8.Did you reframe the problem and the expectations of the patient, then did you inform the patient about your evaluation, did you give advices and/or prescriptions according to the evaluation, and did you justify it, without using a professional jargon, assuring that the patient understands it and would follow the advice/prescription? | LISTEN |  |
| 9. Did you assure/verify that the patient would agree with you? | LISTEN |  |
| 10. Did you accept potential disagreement of the patient, investigating the reasons of the disagreement and offering alternative options? | LISTEN |  |
| **END** |  |  |
| 11. Did you build the safety net?  Did the advice include:  a) what exactly to look at? for and until when  b) how exactly to seek further help  c) that if a patient has concerns, they should not delay seeking further medical advice. | LISTEN |  |
| 12. Did you end the consultation in a professional way waiting the patient to hang up? | LISTEN |  |
| **Communication skills** |  |  |
| 13. Did you summarize and reframe the patient narrative?  Did you listen without interrupting the patient? | LISTEN |  |
| 14. Did you catch verbal and non-verbal cues inducing a feedback and did you give it? | LISTEN |  |
| 15. Did you follow a useful frame of the consultation, explaining it, completing each step? | LISTEN |  |

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