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version 1 of 2 History  
Taking (Phase One:  
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~~Calgary Cambridge~~  
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The ICE Model in  
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Consultations - Ideas,  
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A Patient-Centered

Approach

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used at medical school

(so far!) ~~Mismanaging~~

~~the angry patient~~ How I

went from failing to 1sts

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My First Year at

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Medicine Interview

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How To Have Better

Communication Skills

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Experience Deadliest  
Plague of the 20th

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Consultation Models  
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Art Of History Taking  
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initiating the session  
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In the traditional  
medical assessment, the  
subjective and objective  
examinations were  
considered two different

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entities. In the Calgary-Cambridge guide, they are integrated, with the inclusion of "physical examination" into the model. Hereby, the interdependence of information gathering from the physical assessment and verbal communication in the natural flow of a true-life medical assessment is illustrated.

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Calgary-Cambridge  
Guide to the Medical  
Interview ...

THE ENHANCED CA  
LGARY-CAMBRIDGE  
GUIDE TO THE  
MEDICAL

INTERVIEW Kurtz  
SM, Silverman JD,  
Benson J and Draper J  
(2003) *Marrying  
Content and Process in  
Clinical Method*

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Teaching: Enhancing  
the Calgary-Cambridge  
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theSession Closing the  
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presentation.

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medical ...

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guide to the medical  
interview □

communication process

. References. Kurtz SM,  
Silverman JD, Draper J  
(1998) Teaching and  
Learning

Communication Skills  
in Medicine. Radcliffe  
Medical Press (Oxford)  
Silverman JD, Kurtz  
SM, Draper J (1998)

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Skills for  
Communicating with  
Patients. Radcliffe  
Medical Press (Oxford)

Medical  
Calgary Cambridge - the  
Interview 2012  
communication process  
- GP ...

The Calgary-Cambridge  
Guide [www.hse.ie/nhcp](http://www.hse.ie/nhcp)  
programme

@NHCPprogramme This  
guide builds on the  
Calgary-Cambridge

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Guide. There are many challenges presented by the COVID-19 pandemic – this guide is intended to help clinicians when talking about the illness and possible treatments to patients and

CALGARY-  
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- EACH

SM Kurtz and JD

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Silverman: The Calgary-Cambridge Referenced Observation Guides: an aid to defining the curriculum and organising teaching in communication training programmes Medical Education 1996 (30) 83-9. Last reviewed 01/2018

Calgary-Cambridge  
observation guide -  
*Page 17/37*

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General Practice ...  
Basic Reminder of  
Cambridge-Calgary  
Guide To  
Consultation Model

This is a brief diagram  
showing how this  
consultation model puts  
equal emphasis on both  
the medical and patient  
perspectives. It is  
important to gather all  
relevant information and  
share understanding of  
the issues before

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moving on to discuss  
management options. A  
Shared Understanding  
means that:

## Basic Reminder of Cambridge-Calgary Consultation Model

The enhanced Calgary  
Cambridge guide to the  
medical interview.

Kurtz SM, Silverman  
JD, Benson J and  
Draper J (2003)

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Marrying Content and  
Process in Clinical  
Method Teaching:  
Enhancing the Calgary-  
Cambridge Guides.  
Academic Medicine 78  
(8):802-809.

The Calgary Cambridge  
framework - GP-  
Training.net

1. GREETs client &  
patient and obtains  
names. 2.

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**INTRODUCES** self,  
role and nature of visit;  
obtains consent if  
necessary. 3.

**DEMONSTRATES**  
**RESPECT** and interest,  
attends to client's  
physical comfort.  
Identifying the  
Reason(s) for the  
Consultation. 4.

Calgary-Cambridge  
Guides □

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## Communication Process Skills\*

It is increasingly recognized that it should and can be taught with the same rigour as other basic medical sciences.

To validate this teaching, it is important to define the content of communication training programmes by stating clearly what is to be learnt. We therefore

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describe a practical teaching tool, the Calgary-Cambridge Referenced Observation Guides, that delineates and structures the skills which aid doctor-patient communication.

The Calgary-Cambridge Referenced Observation Guides: an ...

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## GUIDE TO THE MEDICAL INTERVIEW. THE BASIC FRAMEWORK.

Providing Structure In i  
tiating th e Se ssion

Closin g th e Se s sion

Physical Examination

Explanation and

planning Gathering

information Building

the relationship. THE

EXPANDED



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FRAMEWORK.

Providing Structure

Initiating the Session.

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GUIDE TO THE

MEDICAL

INTERVIEW

Calgary-Cambridge

guide to the medical

interview, to evaluate

the communication

effectiveness of an

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entire doctor-patient consultation, using the domain marking approach. At present, there is a dearth of assessment tools that robustly measure the overall communication skills of an individual general practitioner (GP) in real-world practice.

Open Access Research

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Assessing  
communication quality

...  
Guide To  
Medical  
Interview 2012

Introduction The third step of the medical interview according to the Calgary-Cambridge model is the gathering of information. In the previous step, the main reason for the patient's visit was established and a basic background has been provided.

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Questions were open-ended and the patient was given a chance to reveal his/her main complaint.

## Interview 2012

Calgary-Cambridge  
Guide to the Medical  
Interview ...

CALGARY-  
CAMBRIDGE GUIDE

Setting the agenda □  
Identify the patient's  
agenda or problems that

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the patient wishes to address with appropriate opening question (e.g. "What would you like to discuss today?" or "What questions did you hope to get answered today?"). Listen attentively to the patient's opening

Greeting TELEPHONE  
CONSULTATIONS

The Calgary-Cambridge

*Page 29/37*

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Guide (C-CG) is a well-known approach to teaching and training clinical communication skills. It was introduced by Kurtz and Silverman in 1996 to define the communication curriculum and to develop a feasible teaching method. Currently, it is used worldwide and was last updated with a third

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edition in 2013 . The C-  
CG was not intended to  
be an assessment tool.

Codebook for rating  
clinical ... - BMC  
Medical Education

We have derived GCRS  
from the Calgary-  
Cambridge guide to the  
medical interview, an  
internationally used,  
evidence-based method  
for teaching

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communication skills.  
Drawing on the Calgary  
Cambridge approach,  
GCRS provides 12  
generic communication  
process domains from  
[initiating the session]  
to [closure], with  
guidance as to the exact  
nature of the skills  
assessed within each  
domain.

Want to assess doctors?



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communication skills?

Introducing ...

The Enhanced Calgary-  
Cambridge Guides

(2002) This new

iteration of the guides  
combines the traditional

method of taking a  
clinical history

including the systems  
review, past medical

history, social and

family history, and drug  
history, with the process

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skills of effective  
communication.

## MODELS OF THE CONSULTATION - EACH

1. BMJ Open. 2014 Mar  
6;4(3):e004339. doi: 10.  
1136/bmjopen-2013-00  
4339. Assessing  
communication quality  
of consultations in  
primary care:  
initial reliability of the

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Global Consultation  
Rating Scale, based on  
the Calgary-Cambridge  
Guide to the Medical  
Interview.

## Interview 2012

Assessing  
communication quality  
of consultations in ...  
We have drawn on the  
texts associated with the  
Calgary-Cambridge  
Guide in writing these  
course notes. These can

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be referred to for further reading.<sup>1 3</sup> About the course organisers Dr Lucy Jenkins is a Teaching Fellow in the Centre for Academic Primary Care where she is the lead for year 1 teaching, and assists Dr Buchan with year 4 teaching.

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