Objectives:
After attending these two sessions and completing the associated reading (Coulehan and Block, chapters 1 and 2; Cohen-Cole*, chapters 3 and 4)

1. Students will be able to name the two purposes of the medical encounter and the three functions of the medical interview.

2. Students will be able to name and provide examples of
   a. non-verbal behaviors that contribute to communication,
   b. verbal techniques that enhance objective, precise and reliable information-gathering, and
   c. basic skills that convey respect, genuineness and empathy

3. Students will be prepared to use the techniques in (2) in the small group exercises, and to observe others using the techniques in interviews.

* = on reserve in library

1. The purposes of the medical encounter
   To help the patient by
   a. relieving suffering
   b. maximizing functioning

2. Three functions of the medical interview  [** = focus of these sessions]
   **1. Gathering data to understand the patient’s problems.
   **2. Developing rapport and responding to patients’ emotions.
   **3. Educating patients about their illness and motivating them to adhere to treatment plans.

3. Aspects of non-verbal behavior that contribute to communication

   1. Body posture and body movements
   2. Eye contact
   3. Facial expression
   4. Inflection, tone of voice and rate of speech
   5. Touch
   6. Space between doctor and patient

   Behavior that “BEFITS” a physician.

4. Verbal techniques that enhance accurate and efficient information-gathering
1. Facilitations  
2. Open-ended questions  
3. Clarification and direction  
4. [Understanding by] Checking  
5. Surveying problems  

5. Other sources of information  
   1. Priorities for the patient  
   2. Expectations that the patient has  
   3. Patient’s ideas about the meaning of the illness  

6. Basic responses that convey physician’s empathic understanding  
   1. Reflection  
   2. Legitimation  
   3. Personal support  
   4. Partnership  
   5. Respect  

   “FOCUS” on information.  
   “PREP” for more information.  
   “REALLY PREPARE” for understanding.