THE BASIC FRAMEWORK

- **Initiating the Session**
- **Gathering information**
- **Physical Examination**
- **Explanation and planning**
- **Closing the Session**

**Providing Structure**

**Building the relationship**
THE EXPANDED FRAMEWORK

Providing Structure
• making organisation overt
• attending to flow

Initiating the Session
• preparation
• establishing initial rapport
• identifying the reason(s) for the consultation

Gathering information
• exploration of the patient’s problems to discover the:
  □ biomedical perspective    □ the patient’s perspective
  □ background information - context

Physical examination

Explanation and planning
• providing the correct amount and type of information
• aiding accurate recall and understanding
• achieving a shared understanding: incorporating the patient’s illness framework
• planning: shared decision making

Closing the Session
• ensuring appropriate point of closure
• forward planning

Building the relationship
• using appropriate non-verbal behaviour
• developing rapport
• involving the patient