

CONSULTATION CHECKLIST - THE KEY SKILLS

- Salutation
- Identifies self
- Identifies patient inc. DOB
- Confirms patient can talk freely
- Invites patient narrative
- Listens to end of patient narrative
- Recaps initial story
- Brief empathic statement
- Birth the Lambs (something else?)
- Clinician tone of voice
- Signposts first triaging moment
- Open to closed questions
- Problem specific questions
- Red Flags
- PMH
- Social History
- Current medications
- Establishes usual health state
- Tele-examination
- Gives diagnosis/opinion
- Pauses for (or elicits) response
- Answers patient questions
- Educates patient re diagnosis
- Promotes self-care
- Action and plan
- Predicts course
- Safety net
- Ensures plan and instructions are understood especially re. medication
- Safety-netting instructions
- Asks patient to repeat back
- Asks patient to write down vital information
- Happy patient puts phone down first