



National Healthcare  
Communication  
Programme

# THE CLINICAL CONSULTATION

## CALGARY-CAMBRIDGE GUIDE



*Making conversations easier*

# THE CLINICAL CONSULTATION

## CALGARY-CAMBRIDGE GUIDE

### Providing structure

- Making organisation overt
- Attending to flow

#### Initiating the session

- Preparation
- Establishing initial rapport
- Identifying the reasons for the consultation

#### Gathering information

- Explore the patient's problems
- Understanding the patient's perspective

#### Physical examination

#### Providing information & planning

- Provide correct amount and type of information
- Aid patient recall and understanding
- Incorporate the patient's perspective
- Shared decision making and planning

#### Closing the session

- Ensuring appropriate point of closure
- Forward planning

### Building the relationship

- Greeting and introductions
- Non-verbal behaviour
- Involve the patient and share your thinking
- Empathy