




SPECIFIC INTERVIEW TECHNIQUES

- A. Open-ended questions Vs. Closed-ended questions.
- 1. Open-ended.
- a. Begin with a general open-ended question (e.g., "How can I help you today?") and allow the patient to talk freely.
- b. Useful in starting the interview, and patients may be more comfortable telling their story without interruption.
- c. Thought content is not limited by examiner preconception. Openended questions (e.g., "Can you tell me more about that?") are non-judgmental.
- 2. Closed-ended questions.
- a. ask for factual responses to a specific question (i.e., "How far did you go in school?").
- b. Useful in clarifying information & gathering factual data and can be answered by "Yes" or "No".
- Effective in generating specific & quick responses to a clearly defined topic (e.g., "Do you have thoughts of wanting to harm yourself?").



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B. REFLECTION

- The doctor repeats to the patient in a supportive manner something that the patient has said.
- Example: An elderly patient is speaking about fears of dying. The doctor may say, "Aging causes many people to think about death".

C. Facilitation

- The doctor's response helps the patient to continue talking in the interview by providing both verbal & nonverbal cues.
- Examples: nodding one's head, leaning forward in one's seat, saying "Yes, and then ... " or "Uh-huh, go on".



D. Silence.

- Allows the patient to contemplate, to cry or to just sit in an acceptance supportive environment.
- Not every moment in the interview must be filled with talk.

E. Confrontation.

- Meant to point out a patient something that the doctor feels the patient is not paying attention to, is missing, or in some way denying.
- Example: a patient who has just made a suicidal gesture but is telling the doctor that it was not serious may be confronted with the statement, "What you have done may not have killed you, but you are in serious trouble & need help so that this doesn't happen again".



F. Clarification.

- 1. The doctor attempts to get more details from the patient.
- Example: "You are feeling depressed. What makes you feel most depressed?".

G. Interpretation.

- The doctor states something about the patient's behavior or thoughts that the patient may not b aware of.
- Example: "When you talk about how angry you are that your family has not been supportive, that may mean you are worried that I won't be there for you either. What do you think?"

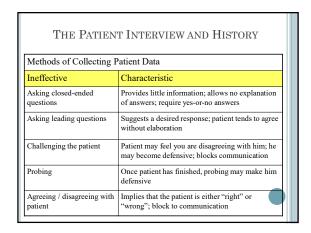


H. Summation. 1. Briefly summarize what the patient has said. 2. Example: "I just want to make sure that I've gotten everything right up to this point" I. Explanation. 1. Explain the treatment plan to the patient in easily understandable language. 2. Example: "You will be given a small dose of medication that will make you sleepy.
J. Positive Reinforcement. 1. Allows the patient to feel comfortable telling the doctor anything. 2. Example: "My job is not to judge what you say but to understand what you are experiencing." K. Reassurance. 1. Can lead to increased trust & compliance and can be experienced as an empathic response of a concerned physician. 2. Example: "I know you are upset but I think I can help you".
THE PATIENT INTERVIEW AND HISTORY: INTERVIEWING SKILLS O Practice effective listening • Active listener – hear, think about, and respond O Be aware of nonverbal clues and body language O Have a broad knowledge base • Necessary to ask appropriate questions O Summarize to form a general picture • Verify information

THE PATIENT INTERVIEW AND HISTORY (CONT.) Eight steps to a successful interview Do research before the interview Review patient records Be sure test and lab results are on the chart Plan the interview Be organized before starting the interview Follow office policy
THE PATIENT INTERVIEW AND HISTORY 3. Make the patient feel at ease
THE PATIENT INTERVIEW AND HISTORY 5. Ensure privacy / no interruptions

	THE PATTENT IN	TEDVIEW AND HISTORY
-	THE PATIENT INTERVIEW AND HISTORY 7. Do not diagnose or give an opinion	
	Refer questio	ns to physician ond your scope of practice
	8. Formulate a general picture	
	 Summarize key points Ask if patient has questions or needs to add additional information 	
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	THE PATIENT	r Interview and History
	Methods of Collecting Patient Data	
	Effective Asking open-ended	Characteristic Requires more than a yes-or-no answer; results in
-	questions Asking hypothetical questions	more relevant data Enables the determination of the patient's knowledge and whether it is accurate
	Mirroring / verbalizing the implied	Restating what the patient said in your own words; stating what you believe the patient is saying
	Focusing on the patient	Shows the patient you are really listening to what he is saying; maintain eye contact; be relaxed and open
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	THE PATIEN	VT INTERVIEW AND HISTORY
	Methods of Collecting l	
	Effective	Characteristic
	Encouraging the patient to take the lead	Motivates the patient to discuss or describe the issue in his own way
	Encouraging the patient to provide additional information	Conveys sincere interest by continuing to explore topics in more detail when appropriate
	Encouraging the patient to evaluate situation	Provides an idea of the patient's point of view; allows for determination of patient's knowledge and fears

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ارتباط غیر کلامی معارفه و آشنایی قبل از شروع مصاحبه باید کارهایی انجام شود. درمانجو انتظار دارد که شما یک متخصص باشید و لباس شما نیز بخشی از این تخصص است. در حقیقت درمانجو به فردی که نسبت به ظاهر خود بی توجه است، به سختی اعتماد می کند.
رفتار های غیر کلامی مناسب در ارتباط خوفظ تماس چشمی، تکان دادن سر، لبخند و نشان دادن علاقه، متمایل شدن به سمت گوینده، استفاده از تن صدای متناسب با پیام
توجه به رفتار های غیر کلامی اخم کردن اره رفتن کند و تند گره کردن مشت آن صدای یکنواخت ام کشیدن ام کشیدن ام کوبیدن در

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CLINICAL PRACTICE

- آیا شما حقیقتا از کمک به مردم به شیوه درمانی لذت می برید؟
- ۰ آیا از اینکه برای رفع نیاز مردم خدمتی را انجام می دهید، لذت می برید؟
 - آیا همواره قادر به درمان شخصی به صورت مهمان هستید؟
 - آیا می توانید با مردم راحت باشید و تفاوت های آنها را بپذیرید؟
 - o آیا می توانید محکم و در عین حال مهربان باشید؟
- آیا می توانید خود را از وابستگی به افرادی که به آنها کمک می کنید، دور نگه دارید؟



