

THE HEALTH CARE INTERVIEW



Interviewing...

- **May be done:**
 - face to face
 - telephone
 - teleconference
- **Establish a conducive environment - privacy, quiet**

Beginning Phase

- **Establish rapport:**
 - professionalism
 - communication skills
 - respect
 - privacy

Body of Interview

- Directed by MA to obtain information
- Health history
- Open-ended questions - encourage elaboration: how, what, where, who, why - (use with caution - confrontational)
- Closed-ended questions - yes/no answers: are, do, can
- Focused questions - narrow/define topic, isolate/concentrate on one specific topic: "tell me about the pain in your arm"

Body of Interview...

- May present patient education opportunities
- Provide instruction
- Correct misinformation
- Provide new information, e.g. advance directives, living will, durable power of attorney

Ending Phase...

- "Mr. Jones, I notice that our time is coming to an end. Is there anything else you want to discuss before we review what we talked about?"
- Review
- Summarize pertinent points
- Thank patient!!

Health History Challenges...

- NonEnglish speaking
- Limited intellectual capacity
- Visually impaired
- Hearing impaired
- Child / elderly
- Patient in pain
- Anxious / fearful patient


