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The consultation kit: five cards and a package

Jan-Helge Larsen(1), Charlotte Hedberg(2), Maria Tasola(2), Mats Rydberg(4)

(1) Kalymnos Course, Hellerup, Denmark

(2) Karolinska Institute, Allmänmedicin, University of Stockholm, Sweden

(3) Söndrumskliniken, Halmstad, Sweden

Corresponding author: Associate Professor Jan-Helge Larsen, Private Practice, Hellerup, Denmark. E-mail: jhl@dadlnet.dk

Background & Aim: We want share our experiences of an easy way to identify, train and teach the essential dimensions of patient/personcentred care. The aim is to get the patients' whole agenda in consultations. Although this point is logical and self-evident doctors have great difficulties to act patient-centred.

Method: On the Kalymnos courses we have developed and tested a consultation kit. The consultation is divided into three parts: the Patient's, the Doctor's and the Shared part. The Five cards are used for the Patient part, and the Package for the Shared part.

While letting the patient tell his narrative, you will have to use two cards:

1. The receipt card. When you give this card the patient will feel listened to, accepted and stimulated to go on. The receipt card relieves tension both for the patient and for you.
2. Summary card. When you summarize what the patient has told you, he will listen to you. That gives you the opportunity to control the conversation and play one of the following cards.

The patient has got three 'thought' cards, all preferably to be initiated by a receipt card:

3. The idea card. What has the patient had on his mind?
4. The concern card. Normally the concerns urges the patient to make the appointment
5. The expectation card. This card will clarify what you have to do in the consultation.

The Package focus on assuring that the doctor has:

- I) Recognised the patient's agenda regarding ideas, concerns and expectations understood as the patient's questions
- II) Answered the patient's questions and presented the doctor's explanations and clinical reasoning
- III) Checked shared understanding
- IV) Made shared decision-making.

Results & Conclusion: Our experience is that patients who attend a doctor using the consultation kit will assess the consultation afterwards as good.