

## ROLE-PLAY: DOCTOR-PATIENT INTERVIEW

Woman thinks she has detected a lump or change in her breast

Introduction and Greeting: New physician - so should use patient name and introduce him/herself; welcome patient (hope didn't wait too long); eye contact, tone of voice, comfortable seating arrangement

- Engagement: I. Be curious about the person of the patient - tell me something about yourself: 50 yrs old; married; 3 kids; work at UCI
- II. Elicit the story: Noticed a change in the right breast while showering; about two weeks ago; checked again, wasn't sure it was there; felt more lumpy, or like there might be a ridge, then a dent
- III. A. Elicit pt's agenda - Any other problems?: headaches (tension); shoulder pain - probably bursitis, arthritis
- B. Find out patient's goals for encounter - What were you hoping we could accomplish?: I'd like to take care of everything, but primarily I'd like you to do a breast exam, tell me what you think, and then tell me what I should do next
- C. Summarize agenda, negotiate priorities, and agree on an agenda

- Empathize: I. Notice facial expressions - During initial greeting: You look a little worried. Pt.: Well, yes and no.
- II. Invite patient to tell you what she is feeling - During story: How did you feel when you noticed this change? Worried, afraid
- III. Normalize patient reactions -During closure: It's difficult for a lot of people to wait. Tell radiology you want the earliest possible appointment.
- II. Allow patient to correct your understanding - Were you upset? Not so much upset, just worried

Educate: Patient: What could this be due to?

- I. Assess current knowledge - What do you know about breast disease? Patient: I know you can have fibrocystic disease, and sometimes a cyst, and of course cancer
- II. Question behind the question - Let's talk about how you'll find out the mammogram results
- III. Check understanding - Tell me what you don't understand; Is there any part you'd like me to repeat?

- Enlist: I. Elicit patient's self-diagnosis: What do you think might be the problem? I'm worried it's cancer
- A. Symbolic meaning - both my mother and grandmother had breast cancer
- II. Agree on diagnosis - Might be fibrocystic disease; I'll know more after exam
- III. Agree on treatment - suggests mammogram
- A. Barriers - Pt.: I'm afraid to get the mammogram done
1. Empathy - Normalization: A lot of women feel the same way

Self-disclosure: I've felt that way about my own

2. Circumvent barriers - How can we make sure you follow up?

B. Elicit pt. Concerns - Pt.: I don't know how I'm going to stand the waiting.

1. Normalize

2. Inform patient by discussing timetable

C. Motivate patient by discussing importance of treatment

Closure: I. Warn - We only have a few minutes left, let's talk about your headaches next time OR do you want to tell me about your headaches?

II. Summarize: We've discussed your breast changes, and I've done an examination. We need more information from a diagnostic mammogram. You should be able to get an appointment within 10 days, and you should have the results the next day and so will I. At that point I will contact you and decide on the next step.

III. Express hope: I think it is probably just fibrocystic changes, but let's make sure.