

## INTERVIEWING SKILLS WORKSHEET

### **Be able to demonstrate the following interviewing skills:**

- Establishing rapport
- Appropriate use of open ended and close-ended questions
- Techniques for asking "difficult" questions
- Appropriate use of facilitation, empathy, clarification, confrontation, reassurance, silence and summary statements
- Asking about the patient's ideas, concerns, questions, and feelings about the illness and treatment
- Communicating information to patients in a clear fashion
- Demonstrate respect, empathy, responsiveness, and concern regardless of the patient's problems or personal characteristics?
- Demonstrate basic strategies for interviewing disorganized, cognitively impaired, hostile/resistant, mistrustful, circumstantial/hyper verbal, unspontaneous/hypoverbal, and potentially assaultive patients?
- Appropriate closure of the interview

### **Be able to avoid the following common interview mistakes:**

- Interrupting the patient unnecessarily
- Asking long, complex, questions
- Asking questions in an interrogatory manner
- Ignoring patient's verbal or non-verbal cues
- Making sudden inappropriate changes in topic
- Indicating a patronizing or judgmental attitude by verbal or non-verbal cues
- Incomplete questioning about important topics
- Asking too many closed ended questions
- Asking leading questions
- Asking 2 questions at once

### **After the Interview**

Are you able to

- Identify your emotional responses to patients?
- Identify strengths and weaknesses in your interviewing skills?
- Identify verbal and nonverbal expressions of affect in a patient's responses, and apply this information in assessing and treating patients?
- Demonstrate sensitivity to student-patient similarities and differences in gender, ethnic background, sexual orientation, socioeconomic status, educational level, political view, and personality traits

### **Psychiatric History**

Be able to elicit and adequately record a complete psychiatric history

- |  |                                      |   |  |
|--|--------------------------------------|---|--|
| <input type="checkbox"/> chief complaint | <input type="checkbox"/> HPI         | <input type="checkbox"/> past psych history | <input type="checkbox"/> substance history |
| <input type="checkbox"/> medical history | <input type="checkbox"/> medications | <input type="checkbox"/> family history     | <input type="checkbox"/> social history    |

### **Mental Status Exam**

- Be able to elicit appropriate information directly or indirectly from the interview

### **Physical/Neurological Exam**

- Do a focused exam pertinent to situation
- Assess for the presence of a general medical illness in your patient
- Identify psych meds side effects