

Checklist for Communication Skills during the Medical Consultation for Medical Students

Student Name: -----

STEP/TASK (Tick the appropriate box for each step)	Done	Partially Done	Not Done
Acceptable look / appearance			
Introduces self to patient/client			
Asking patients/client's name and calling by name Or confirm it from file			
Explain to the patient/client about consultation/interview/procedure			
Make patient/client comfortable			
Explore problem / care request by asking open & closed questions, paraphrasing and making specific			
Address concern / care request of patient i.e., Taking care of Idea, Concerns, Expectations and Effect (ICEE)			
Summarization			
Take the consent and go for:			
Past history			
Family history			
Drug history			
Social history			
Summarization			
Explain problem/issue/ diagnosis			
Setting goals for management of problem/issue/diagnosis			
Listen carefully			
Checking time to time patients understanding by reflecting & paraphrasing			
Showing empathy by expression of feelings verbally			
Summarization			
Safety netting			
Non-verbal communication			
Tone of voice appropriate (Not high or not low)			
Nodding head			
Eye to Eye contact			
Appropriate touching			
Open posture			
Seating attentively (posture/gesture)			
Smiling			

Global rating:

Excellent

Very good

Good

Poor