Basic Reminder of Cambridge-Calgary Consultation Model

This is a brief diagram showing how this consultation model puts equal emphasis on both the medical and patient perspectives.

It is important to gather all relevant information and share understanding of the issues before moving on to discuss management options.

A Shared Understanding means that:

- The Doctor understands the patient’s ideas and views
- The Patient understands the medical aspects and effects of treatment options

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**Diagram: Basic Reminder of Cambridge-Calgary Consultation Model**

**Beginning**

**Gathering Information**

**Disease Framework**
- Biomedical Aspects
  - Symptoms
  - Signs
  - Investigations

**Illness Framework**
- Patient perspective
  - Ideas
  - Concerns
  - Expectations

**Integrate Both Frameworks**

**Shared Understanding**

**Integrate Both Frameworks**

**Shared Plan**

**End the consultation**

Forward planning, next steps
A Consultation Navigation Tool

Gathering Information

- Find out why the patient has come
  - Check how the problem is affecting, them, their job, their family, etc
  - Explore the patient’s ideas, concerns, expectations, and health beliefs
  - Summarise, check you have understood the problem
  - Examination, physical, mental

Discussing Management

- Explain the problem or diagnosis, linking explanation to the patient’s ideas and concerns
- Discuss management options
  - Seek patient’s preferences
- Explain the chosen management plan, treatment, tests, etc.
  - Check for drug allergies
- Safety net
- Plan the next steps
- Check patient understanding