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The History and Interviewing Process

LEARNING OBJECTIVES

After studying Chapter 1 in the textbook and completing this section of the workbook, students should be able to:

1. Recognize ethical considerations in patient-examiner relationships.
2. Identify aspects of communication that affect the interview process.
3. Describe techniques to facilitate an interview.
4. Discuss elements to include in a history.
5. Organize data according to a clinical history outline.
6. Revise history taking to accommodate variations in age and condition.

TEXTBOOK REVIEW

Chapter 1 The History and Interviewing Process (pages 1–37)

CONTENT REVIEW QUESTIONS

Multiple Choice

Circle the correct answer for each of the following questions.

1. Which of the following will best facilitate the interview when obtaining a history on a deaf patient who can read lips?
 - a. speaking loudly
 - b. using gestures
 - c. speaking slowly
 - d. sitting to the side of the patient

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2. Approximately what percentage of patients interviewed have a sexual orientation other than heterosexual?
 - a. 2%
 - b. 5%
 - c. 10%
 - d. 20%

3. During a history, the patient indicates he has an uncle and a brother with sickle cell disease. Which of the following is an appropriate method to document this information?
 - a. Document this as chief complaint.
 - b. Draw a pedigree diagram.
 - c. Include this in past medical history.
 - d. Incorporate this information in the social history.

4. Which approach is recommended at the onset of an interview?
 - a. Use a structured approach to ask the questions.
 - b. Introduce yourself and include a detailed description of your background and qualifications.
 - c. Use an open-ended approach; let the patient explain the problem or reason for the visit.
 - d. Start with the family history and past medical history to determine the underlying problem.

5. Which of the following questions may lead to an inaccurate patient response?
 - a. "Where do you feel the pain?"
 - b. "How does this situation make you feel?"
 - c. "What happened after you noticed your injury?"
 - d. "That was a horrible experience, wasn't it?"

6. Repeating a patient's answer is an attempt to:
 - a. confirm an accurate understanding.
 - b. discourage patient anger or hostility.
 - c. teach the patient new medical terms.
 - d. test the patient's knowledge.

7. Which of the following information is unique to a pediatric history?
 - a. family history
 - b. developmental history
 - c. social history
 - d. past medical history

8. When interviewing an adolescent patient who is reluctant to talk during an interview, it is best to:
 - a. tell the patient you must have straight answers to your questions.
 - b. ensure confidentiality regarding information discussed.
 - c. inform the patient that adolescents have trouble expressing their feelings.
 - d. obtain the history from a parent or other family member.

9. During an interview, your patient admits to feeling worthless and having a sleep disturbance for the last 3 weeks. These are clues that warrant the exploration of:
 - a. suicide.
 - b. split personality.
 - c. cognitive function.
 - d. functional assessment.

10. Mrs. Carol Turner, a 38-year-old female, brings her 1-year-old son in for health care. Which of the following requests made by the interviewer to the child's mother would be most appropriate at the beginning of an interview?
 - a. "Mom, please place your son in your lap."
 - b. "Carol, please place your son in your lap."
 - c. "Mrs. Turner, please place your son in your lap."
 - d. "Sweetie, please place your son in your lap."

11. Which type of questionnaire concerning drug and/or alcohol use is advocated, though not clinically validated, for adolescent patients?
 - a. TACE
 - b. CAGE
 - c. RAFFT
 - d. DDST

12. Jerry, a 26-year-old homosexual male, is having a health history taken. Which question regarding sexual activity would most likely *hamper* trust between Jerry and the interviewer?
 - a. "Are you married or do you have a girlfriend?"
 - b. "Tell me about your living situation."
 - c. "Are you sexually active?"
 - d. "Are your partners men, women, or both?"

13. A conversation with a parent concerning a 5-year-old child:
 - a. violates the child's need for privacy.
 - b. is inappropriate since the child is able to talk with you.
 - c. provides significant information about family dynamics.
 - d. causes distrust in the child toward the examiner.

14. You are interviewing a patient who annoys you and who makes you angry enough that you begin to dislike the patient. The best way to resolve this is to:
 - a. use techniques to make the patient like you more.
 - b. displace your annoyance towards the patient on an inanimate object.
 - c. ignore the feelings and remain neutral in your interactions.
 - d. express concern over the situation and explore the problem with the patient.

15. Long periods of silence during an interview may indicate:
 - a. a need for the health care provider to increase the pace of the interview.
 - b. an inability of the patient to communicate.
 - c. a reluctance of the patient to verbalize information.
 - d. a need to terminate the interview because of a decreased attention of the patient.

16. Which of the following behaviors describe *intelligent repose*?
 - a. Data from the history is documented using direct patient quotes.
 - b. Questions are phrased so that they are clear and explicit.
 - c. The interviewer avoids the trap of giving advice during an interview.
 - d. The interviewer listens intently and observes nonverbal cues.

17. When questioning a patient regarding a sensitive issue such as drug use, it is best to:
 - a. begin by describing to the patient the effects of drug abuse on health.
 - b. be direct, firm, and to the point.
 - c. explain that the information will be shared only by health care workers.
 - d. apologize to the patient for asking personal questions.

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18. Direct questions are designed to:
 - a. attack sensitive material head on.
 - b. demonstrate to the patient who is in charge of the interview process.
 - c. ensure confidentiality.
 - d. obtain or clarify specific details about an answer.
19. Interviewers should identify and assess their own feelings, such as hostility and prejudice, in order to:
 - a. avoid inappropriate behavior.
 - b. explain their biases to patients.
 - c. express their idiosyncrasies.
 - d. present an integrated persona to the patient.
20. During an interview, a patient describes abdominal pain that often awakens him at night. Which of the following responses by the interviewer would facilitate the interviewing process?
 - a. "Constipation can cause abdominal pain."
 - b. "Do you need a sleeping medication?"
 - c. "Pain is always worse at night, isn't it?"
 - d. "Tell me what you mean by 'often.'"
21. When taking a patient's history, you are asked questions about your personal life. What is the best response to facilitate the interviewing process?
 - a. Answer briefly and then refocus to the patient's history.
 - b. Give as much detail as possible about the asked information.
 - c. Ignore the question and continue with the patient's history.
 - d. Tell the patient that it is inappropriate to answer personal questions.
22. During an interview, the patient describes problems associated with an illness and begins to cry. The best action in this situation is to:
 - a. stop the interview and reschedule for another time.
 - b. allow the patient to cry, then resume when the patient is ready.
 - c. change the topic to something less upsetting.
 - d. continue the interview while the patient cries in order to get through it quickly.

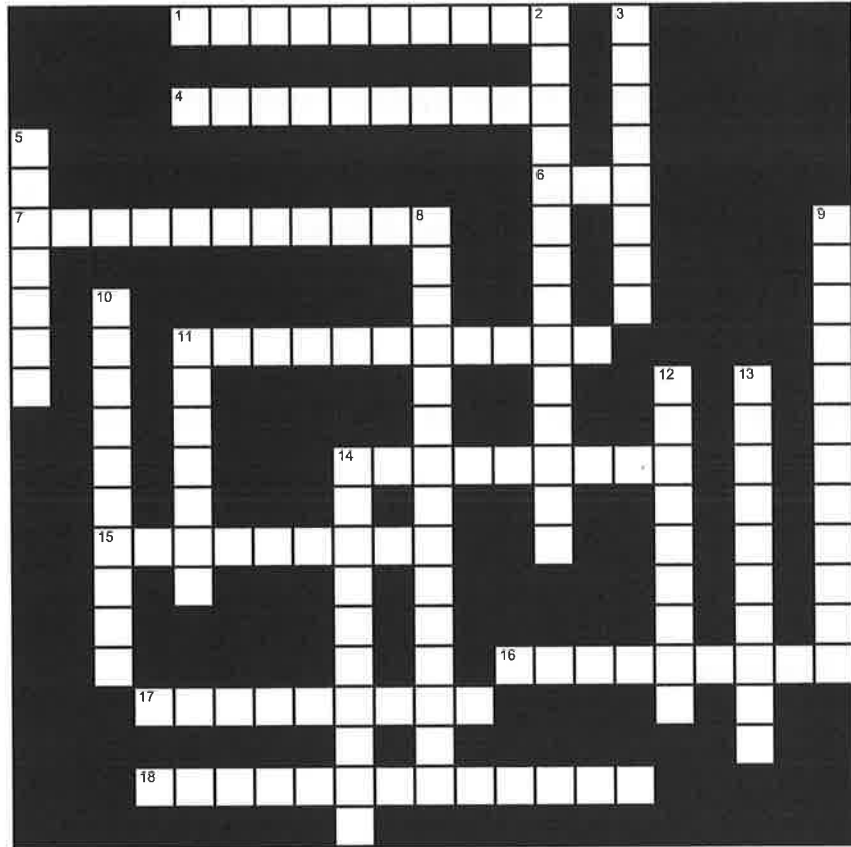
Terminology Review

Matching

Match each term to its corresponding definition or description. Use each term once.

Definition or Description	Term
23. _____ Taken during an acute situation requiring immediate attention	a. Chief complaint
24. _____ Step-by-step evaluation of circumstances	b. Family history
25. _____ History completed the first time a patient is seen	c. Medical history
26. _____ Education, home environment, hobbies	d. Present problem
27. _____ Previous childhood and adult illness	e. Systems review
28. _____ Organized physiologic data	f. Complete history
29. _____ Touches on major points of concern without detail	g. Inventory history
30. _____ Brief description of the perceived problem	h. Focused history
31. _____ A chronicle of events since last meeting with patient	i. Interim history
32. _____ Pedigree diagram	j. Social history

Crossword Puzzle



Across

- 1 Type of treatment modality characterized by inducing a pathologic reaction antagonistic to the condition being treated
- 4 Repetition of the patient's comments to obtain clarity or confirmation
- 6 Percentage of patients in population who have other than heterosexual orientation
- 7 Describes optimal relationship between patient and interviewer
- 11 Ability of the interviewer to make changes in approach, pace, or focus of the process in order to facilitate obtaining information
- 14 Words or acronyms used to help remember a series of steps
- 15 Types of questions that cannot be answered with "yes" or "no"
- 16 Assessment of variation of intensity or occurrence of a condition
- 17 Type of history taken if limited time makes a complete history impossible
- 18 Type of history that reviews milestones achieved by children

Down

- 2 Types of symptoms including fever, malaise, weight change, or altered sleeping patterns
- 3 The right of the patient to self-determination
- 5 Demonstration of acceptance and understanding of the patient
- 8 A representation of family history of a condition or disease
- 9 Aspect of the patient's life that encompasses religious and philosophic issues
- 10 Assessment of patient's ability to complete activities of daily living
- 11 Type of history taken in case of life-threatening situation
- 12 Type of history that includes pregnancies and deliveries
- 13 Type of behavior that characterizes domestic violence
- 14 Type of history that is important for patients who may be on many prescription and/or nonprescription drugs

CONCEPTS APPLICATION

Activity 1

For each of the following scenarios, describe what types of physical examinations would be conducted (complete, focused, problem-oriented, interim). Outline the information you would collect.

1. A mother runs into the emergency room with her 6-year-old son. She says her son fell 15 feet from a tree. You observe a child who is screaming and has an open fracture to the left forearm.

2. A patient presents to a women’s health clinic stating she has had a positive home pregnancy test and desires prenatal care.

3. A diabetic comes into the medical clinic stating that he has noticed a sore on his foot for the last week. You note that his last visit was 2 months ago.

Activity 2

Listed in the following table are patient behaviors that can create tension for the examiner. In the blank space provided, indicate a behavior exhibited by the examiner that could help to decrease the tension.

<i>Patient Behavior</i>	<i>Examiner Behavior to Decrease Tension</i>
Seduction	
Dissembling	
Anxiety	
Excessive flattery	
Financial concerns	

CASE STUDY

Bill Hogan is a 32-year-old male who presents to the clinic with a complaint of back pain. He tells you he first noticed the pain 2 days ago when he woke up from sleep. Mr. Hogan indicates the pain is a problem because he has been unable to work and it has made him very irritable. He states, "The pain seems to be in the lower back area. It is worse in the morning and late at night, but it comes and goes during the day."

Consider the information you already have, as well as additional information you need to acquire. Using relevant questions—"Where?" "When?" "What?" "How?" and "Why?"—complete the following table. Fill in data you already have in the appropriate areas; then write additional questions to include for each area.

<i>Relevant Question</i>	<i>Patient Data You Already Know and Questions You Should Ask</i>
Where?	Data already known: Additional question(s):
When?	Data already known: Additional question(s):
What?	Data already known: Additional question(s):
How?	Data already known: Additional question(s):
Why?	Data already known: Additional question(s):

