

The SEGUE Framework

Patient _____ Physician _____

Set the Stage**Yes No**

- | | | | |
|--|--|--|--|
| 1. Greet pt appropriately | | | |
| 2. Establish reason for visit: _____ | | | |
| 3. Outline agenda for visit (e.g., "anything else?", issues, sequence) | | | |
| 4. Make a personal connection during visit
(e.g., go beyond medical issues at hand) | | | |
| → 5. Maintain pt's privacy (e.g., close door) | | | |

Elicit Information**n/a Yes No**

- | | | | |
|---|--|--|--|
| 6. Elicit pt's view of health problem and/or progress | | | |
| 7. Explore physical/physiological factors | | | |
| 8. Explore psychosocial/emotional factors
(e.g., living situation, family relations, stress) | | | |
| 9. Discuss antecedent treatments
(e.g., self-care, last visit, other medical care) | | | |
| 10. Discuss how health problem affects pt's life (e.g., quality-of-life) | | | |
| 11. Discuss lifestyle issues/prevention strategies (e.g., health risks) | | | |
| → 12. Avoid directive/leading questions | | | |
| → 13. Give pt opportunity/time to talk (e.g., don't interrupt) | | | |
| → 14. Listen. Give pt undivided attention
(e.g., face pt, verbal acknowledgement, nv feedback) | | | |
| → 15. Check/clarify information (e.g., recap, ask "how much") | | | |

Give Information**n/a Yes No**

- | | | | |
|--|--|--|--|
| 16. Explain rationale for diagnostic procedures (e.g., exam, tests) | | | |
| 17. Teach pt about his/her own body & situation
(e.g., provide feedback from exam/tests, explain anatomy/diagnosis) | | | |
| 18. Encourage pt to ask questions/check understanding | | | |
| → 19. Adapt to pt's level of understanding (e.g., avoid/explain jargon) | | | |

Understand the Patient's Perspective	n/a	Yes	No
20. Acknowledge pt's accomplishments/progress/challenges			
21. Acknowledge waiting time			
→ 22. Express caring, concern, empathy			
→ 23. Maintain a respectful tone			
End the Encounter		Yes	No
24. Ask if there is anything else pt would like to discuss			
25. Review next steps with pt			
If suggested a new or modified treatment/prevention plan:	n/a	Yes	No
26. Discuss pt's expectation/goal for treatment/prevention			
27. Involve pt in deciding upon a plan (e.g., options, rationale)			
28. Explain likely benefits of the option(s) discussed			
29. Explain likely side-effects of the option(s) discussed			
30. Provide complete instructions for plan			
31. Discuss pt's ability to follow plan			
32. Discuss importance of pt's role in treatment/prevention			

Comments: