

**The Medical Interview:
The Three Function Approach to Relationship-Centered Care
(Fourth Edition)**

Cole S, Frankel R, Bird J
Elsevier 2022 (in press)

FRONT MATTER

Dedication

Contributors

Forward

Preface

Acknowledgements

Contents

UNIT 1 Historical Perspectives

1. Lessons from The Converging Evolution of Medical Interviewing, Patient and Relationship Centered Care and the Biopsychosocial Model of Illness: Relevance for Practice

Frankel R

UNIT 2 Three Functions of the Medical Interview

2. Learning to Interview Using the Three Function Approach: Introduction and Overview

Cole S, Frankel R

3. Nonverbal Communication: The Foundations

Hall J

4. The Three Functions: The Basic Approach

Cole S, Frankel R, Weiner J

5. Function One: Connect

Cole S, Frankel R, Weiner J

6. Function Two: Co-Construct
Cole S, Frankel R, Weiner J

7. Function Three: Collaborate
Cole S, Frankel R, Weiner J

8. Adaptation to Exam Room Computing and Virtual Visits
Ratanawongsa N, Khoong E

UNIT 3 Common Concerns

9. Common Concerns of Learners and Patients (“WMTY: What Matters to You?”)
Beckman A, Beckman H, Frankel R, Cole S

UNIT 4 Structure of the Interview

Cole S

10. Opening the Interview
11. Chief Concern, Problem Survey, Patient’s Perspective (“ICE: Ideas, Expectations, and Concerns), and Agenda
12. Co-Construct the (History) Chronology of the Present Illness: Integrate Patient’s Perspective and Impact on Quality of Life
Skeff K
13. Past Medical History
14. Family History
15. Patient Profile and Social History
16. Mental Status
17. Review of Systems

UNIT 5 Presentation and Documentation

18. Documentation and Presentation
Ng P, Lane S

UNIT 6 Curing and Healing: Understanding Patients' Emotional Responses to Chronic Illness

Cole S

19. Understanding Chronic Illness in Context: Normal Reactions

20. Understanding Chronic Illness: Maladaptive Reactions

UNIT 7 Advanced Applications

21. The Health Care Team

Jerzak J

22. Chronic Illness

Chou C

23. Advanced Skills for Action Planning (AAP)

Cole S, Gutnick D, Weiner J

24. Health Literacy and Complex Information for Decision Making

Schillinger D

25. Sexual Issues

Frankel R

26. The Elderly

NiCastrì C, Cole S

27. Cultural Competence

Ventres W

28. The Family

Campbell T, Cole-Kelley K

29. Troubling Personality Styles and Somatization

Cole S

30. Disclosure of Medical Errors and Apology

Frankel R, Fischer I

31. Communicating about Unhealthy Substance Use

Stein R

32. Communicating About Life Limiting Illness, Advance Directives,
and Palliative Care

Cripe L, Frankel R

33. Using Psychological Principles

Cole S

UNIT 8 Professional Identity Formation: Embedding Values in Care

34. Professionalism

Frankel R, Isaacson H, Mehta N, Byram J

35. Spirit of Motivational Interviewing in Clinical Practice

Starrett E, Moyers T

36. Mindfulness

Krasner M, Luck P

37. Nurturing Meaning: Building Resilience and
Mitigating Moral Injury (Burn-Out)

Frankel R, Cole S

38. Use of the Self

Novack D

39. Self, System, and Society

Suchman T

UNIT 9 Towards Excellence

40. Integrating Structure and Function: Clinical Intuition and Clinical Flexibility

Cole S

Appendix 1 The Medical Interview: The Three Function Approach Table of Skills

Appendix 2 The Brief Action Planning Guide

Index

Online Supplements

Appendix E-3 Learning to Interview

Cole S, Frankel R

Appendix E-4 Teaching with Role Play

Cole S, Frankel R

Appendix E-5 Teaching Guide to the Three Function Approach

TBD

Appendix E-6 Health System Applications of the Three Function Approach

TBD

Appendix E-7 Communicating with the Psychotic Patient

Undrill G