The ability to elicit a good history lays the foundation for good patient care.

Setting the Stage
- If a patient’s chart is available, review it before interviewing the patient; if in a clinical setting.
- Present yourself appropriately
- Be aware of setting
  - Background
  - Simultaneous treatments/interventions
  - Other

The First Impression
- Present yourself as a caring, competent, and professional health care professional.
- “You never get a second chance to make a first impression”

When you introduce yourself to the patient, shaking hands or offering a comforting gesture will help build trust.

Asking Questions
- Use a combination of open-ended and closed questions.
- Generally, open-ended questions are
- Allow patient adequate time to answer

Language and Communication
- Use appropriate communication.
- Use an appropriate level of questioning, but do not appear condescending.
- When encountering communication barriers, try to enlist someone to help.
- Actively participate in the conversation.

Active Listening
- : eye contact, “I see”, “go on”, etc.
- Reflection: repeating patients words
- Clarification: ask for clarification
- : show you care
- Avoid confrontations
- Interpretation: interpret using medical skills
- Asking about

Sensitive Topics
- A paramedic must learn to become comfortable dealing with sensitive topics.
- Physical, mental history, sexual history, substance abuse are common sensitive topics
- It is important to earn a patient’s trust.
Dealing with Sensitive Issues
- Ask only the ____________________________ important questions
- Respect privacy; ask others to leave the room
- Don’t ask for ____________________________ if not medically needed
- Be non-______________________________

The Comprehensive Patient History

Elements of the Patient History

Preliminary Data
- Date and time
- ________________________________
- Sex
- ________________________________
- If relevant:
  - Birthplace or country of origin
  - ________________________________

The Chief Complaint
- This is the pain, ________________________________, dysfunction that caused the patient to request help.

The Present Illness OPQRST-ASPN
1. ________________________________ of the problem
2. ________________________________ /Palliative factors
- Quality
- ________________________________ /Radiation
- Severity
- ________________________________
- Associated Symptoms
- Pertinent ________________________________

Past History
- General state of health
- ________________________________ diseases
- Adult diseases
- ________________________________ illnesses
- Accidents or injuries
- ________________________________ or hospitalizations

Current Health Status (1 of 3)
As relevant to your patient, you may need to inquire about:
- Current ________________________________
- ________________________________
- Tobacco use
- ________________________________, drugs, and related substances
- Diet
- Screening tests
- Immunizations
Current Health Status (2 of 3)

- ____________________________ patterns
- Exercise and leisure activities
- ____________________________ hazards
- Use of safety measures
- ____________________________ history
- Home situation and significant others
- Daily life

Current Health Status (3 of 3)

- Important exercises
- ____________________________ beliefs
- The patient's ____________________________

You should take your patient's ____________________________ with you to the hospital, when practical.

Review of Systems

- A system-by-system series of ____________________________ designed to identify problems your patient has not already identified.

Review of Systems

1. General
   - Skin
   - ____________________________
   - Respiratory
   - Cardiac
   - Gastrointestinal
   - Urinary
   - Male/Female genitalia
2. Peripheral Vascular
   - Musculoskeletal
   - ____________________________
   - Hematologic
   - ____________________________
   - Psychiatric

Terms (1 of 2)

- ____________________________ : ringing in the ears
- Hemoptysis: coughing up blood
- ____________________________ : dyspnea while supine
- Paroxysmal nocturnal dyspnea: sudden onset of dyspnea at night
- Hematemesis: vomiting blood
- ____________________________ : excessive urination

Terms (2 of 2)

- ____________________________ : excessive urination at night
- Hematuria: blood in urine
- Intermittent claudication: intermittent calf pain while walking that subsides with rest
- Dementia: deterioration of mental status due to disease
Special Challenges (1 of 2)

- Overly talkative patients
- Multiple symptoms
- Anxiety

Special Challenges (2 of 2)

- Patients needing reassurance
- Anger and hostility
- Crying

- Limited intelligence
- Hearing problems
- Talking with families or friends

If the patient cannot provide useful information, gather it from family or

KEY POINT

- The ____________________________ is normally your BEST source of information