

## Phases of a 30-Minute Appointment

“**Shifting**” phases of the 30-minute appointment when done well, helps facilitate the patient “shifting” their interactions to match what you would like to accomplish. See below for the different phases of a 30-minute appointment and key “shift” phrases to move into the next phase.

1. Introduction of behavioral health consultation service (1-2 minutes)  
**“Before we start, I’d like to explain to you the information in that pamphlet.”**

2. Identifying/Clarifying consultation problem (10-60 seconds)  
**“It looks like Dr. Smith wants me to help the two of you better manage your anxiety. Is that what you see as the main problem or is it something different?”**

**After the individual says they see “anxiety” as the main problem, immediately say something like, “Well I’m going to ask you a bunch of questions about that.” and launch into the functional analysis.**

3. Conducting functional assessment of the problem (12-15 minutes)
4. Summarizing your understanding of the problem (1-2 minutes)  
**“I’d like to summarize my understanding of what you’ve told me to make sure I have it right. If I’ve missed something or have it wrong it’s important that you correct me to make sure I have it right.**

### **Give Summary**

**“Do I have it right, or did I miss it?”**

5. List possible change options (**selling it**) for the patient to consider and explaining how each option might be helpful in improving functioning and decreasing symptoms and asking patient which if any they might want to try. (1-2 minutes)

**“I’d like to layout some options for you to consider. I want to tell you what they are, how I think they might help and then you can tell me if you want to do some of them, all of them, none of them or maybe you would like more time to think about what you might want to do.”**

### **Describe options-what they are and how they would be helpful**

**“So, do you think you want to do any of those options?”**

6. Starting a behavioral change plan (5-10 minutes)