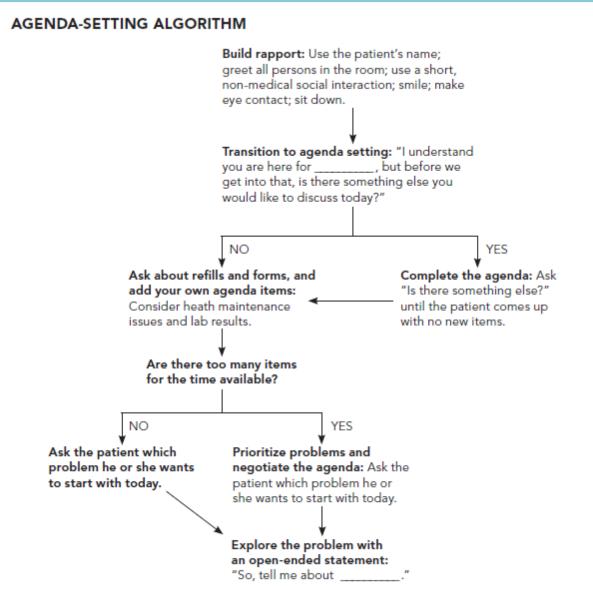
## STEPS OF AGENDA-SETTING:

## Rapport building

1.	<ul> <li>Invite list from patient</li> <li>"The MA mentioned you are here for Is that right?"</li> <li>"I understand you are here for Is that correct?"</li> <li>"What is on your list of concerns today?"</li> <li>"Before we get started, let's make a list of the things that you are hoping to address today."</li> </ul>
	<ul> <li>Listen to list</li> <li>Do not commit. Do not prematurely dive into history gathering.</li> </ul>
	Repeat items
2.	<ul> <li>Ask, "Is there something else?"</li> <li>Repeat 1-3xs, or until patient states that's all</li> <li>If patient continues to list, review list aloud and begin prioritizing</li> </ul>
3.	Add PCP's agenda items, if there are any
4.	Prioritize list collaboratively with patient & Negotiate if needed
	<ul> <li>"So you would like to address, and I would like to spend some time talking about I think we have time for both. How about if we start with and then talk about Sound okay?"</li> </ul>
	• "There are actually quite a few different things that you are hoping to address today, and I have concern about as well. We probably don't have enough time to talk about all of these things today. Which concern would you say is the most important one to talk about today, with a plan to have you come back soon to address some of the others?"
5.	Summarize plan and confirm with patient
Be	egin.



Family Practice Management

This tool was developed by Egnew TR, Tacoma Family Medicine, Tacoma, Wash. Copyright © 2012 Thomas R. Egnew. Physicians may photocopy or adapt for use in their own practices; all other rights reserved. http://www.aafp.org/fpm/2014/0700/p25.html.