

## Items of the RICE- list to rate communication skills

Name observer:  
Name OOH centre:

Date of telephone call:  
Date of observation:

Items can be scored on a range of 0 to 4

0= absent      1= poor      2=unsure      3=adequate      4=good  
n/a=not applicable ( rightly absent)

### Communication skills per consultation phase

#### **Phase 1: Opening and global orientation on reason for calling**

(= problem, caller/patient experience, expectation, personal situation)

1. introduction by phone in an understandable way      0 1 2 3 4
  - a. states own name audibly (introduces himself)
  - b. states name of out of hours centre
2. asks after or names the medical problem and the way it is experienced      0 1 2 3 4
  - a. asks after or names medical problem
  - b. seeks patients perspective
3. asks for or names the expectation and personal situation      0 1 2 3 4
  - a. asks for or names expectation of caller
  - b. asks for callers' personal situation
4. asks for personal data at appropriate time and in an appropriate manner      0 1 2 3 4
  - a. asks for callers' personal data after establishing reason for calling
  - b. announces this information will be asked

#### **Phase 2: Collecting specific information about medical problem**

5. asks preferably (semi) –closed questions      0 1 2 3 4
  - a. questions are preferably (semi)-closed
  - b. questions are understandable for caller
  - c. asks one question at a time

#### **Phase 3: Advice**

6. repeats medical problem and expectation, then gives course of action with explanation      0 1 2 3 4
  - a. briefly repeats problem and expectation of caller
  - b. gives suggested course of action with explanation
  - c. does not use technical jargon
7. checks whether caller has understood and can fulfil the proposal      0 1 2 3 4 n/a
  - a. checks whether the proposal is understood
  - b. checks whether the proposal is feasible
8. discusses safety net      0 1 2 3 4 n/a
  - a. explains what to do if present complaints worsen
  - b. explains what to do if caller remains worried
  - c. explains for which symptoms the caller should phone again

#### **Phase 4: Concluding the consultation**

9. ensures callers' agreement with proposal      0 1 2 3 4 n/a
  - a. checks whether caller can agree with proposal

10. demonstrates open attitude and flexibility if caller disagrees with proposal      0 1 2 3 4 n/a
  - a. shows open attitude if caller does not agree
  - b. asks after reason for disagreement
11. concludes consultation with correct closing remark      0 1 2 3 4
  - a. concludes consultation in professional way
  - b. lets caller disconnect the call

**Period of interruption:** this may occur more than once during same call. To be scored only once.

12. announces interruption in professional way and explains reason for this      0 1 2 3 4 n/a
  - a. announces interruption
  - b. gives reason for this interruption
13. resumes call in professional way and states outcome of interruption      0 1 2 3 4 n/a
  - a. thanks caller for waiting
  - b. states outcome of interruption

### General communication skills

14. summarizes, checks and corrects      0 1 2 3 4
  - a. gives summary
  - b. checks summary with caller
  - c. corrects summary if needed
15. reacts to feelings of caller after (non)-verbal signals      0 1 2 3 4
  - a. reacts to verbal signals
  - b. reacts to non-verbal signals
  - c. gives feedback on own interpretation to caller
16. gives structure to conversation and takes the lead in the call      0 1 2 3 4
  - a. links different phases
  - b. takes care of well-balanced distribution of time
  - c. announces next step of conversation
17. listens attentively      0 1 2 3 4
  - a. encourages caller with short signals to tell his/her story
  - b. confirms with short signals to have heard what the caller has said
  - c. addresses caller with his/her correct name
  - d. let caller finish his/her sentence

remaining feedback (free space for text)