

ICE & Consultation Prompt Card

Module 4 · Choose a structure on purpose; use it to review, not to recite.

Ideas, concerns, expectations

What do you think is going on? What worries you most? What were you hoping we would do today?

Pendleton's seven tasks

Define the reason for attendance (including ICE); consider other problems; choose appropriate action together; achieve shared understanding; involve the person; use time and resources appropriately; establish or maintain the relationship.

Neighbour's five checkpoints

Connecting → Summarising → Handing over → Safety-netting → Housekeeping. Check understanding, agree who does what, name what should trigger review and look after yourself.

Calgary-Cambridge

Initiate, gather information, examine where appropriate, explain and plan, close. Content and process run together; building the relationship and providing structure continue throughout.

Practitioner / Coach

Practitioners hold clinical history, examination, reasoning and planning within their professional scope. Coaches use relationship and process skills; do not replicate diagnosis, interpret unreviewed results or make medication decisions.

Sources: Pendleton et al. (1984); Neighbour (1987); Kurtz & Silverman (1996).