### Appendix 2 Context-specific rating protocol (summary)

**Specific rating rules per context factor**

<table>
<thead>
<tr>
<th>doctor-related factors</th>
<th>then this (sub)item can justifiably be absent</th>
</tr>
</thead>
</table>
| 1. doctor knows patient and his social context | 6.1 shared decision making  
8.3 explores within patient’s frame of reference  
10.3 uses understandable language |
| 2. doctor knows patients’ medical history | 5.3 names findings and hypothesis / diagnosis  
5 Diagnosis  
8.3 explores within patient’s frame of reference |
| 3. doctor knows patients’ way of communicating | 6.1 shared decision making  
8.3 explores within patient’s frame of reference  
8.4 responds to non-verbal behaviour and cues  
9.1 explores / discusses feelings  
9.2 reflects feelings |
| 4. doctor is very experienced | 12.1 logical sequence of phases  
12.2 balanced division of time |

<table>
<thead>
<tr>
<th>patient-related factors</th>
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</thead>
</table>
| 5. specific patient verbal behaviour | 3.1 names request for help or expectations  
3.2 names reason for attending  
7.2 checks response to request for help  
8.1 explores request for help or expectations |
| 6. specific patient non-verbal behaviour | |
| 7. patient is also treated by other provider | 5.1 names findings and hypothesis / diagnosis  
12.2 balanced division of time |
| 8. patient has a disease (diagnosis) or (recurrent) problem known to both doctor and patient | 4 Physical Examination  
5.1 names findings and hypothesis / diagnosis |
| 9. patient is familiar with (physical) examination (PE) | 4.1 gives instructions to patient  
4.2 explains what is done in PE |

<table>
<thead>
<tr>
<th>consultation-related factors</th>
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</thead>
<tbody>
<tr>
<td>10. single consultation</td>
<td>2 Follow-up consultation</td>
</tr>
<tr>
<td>11. first consultation in a series</td>
<td>2 Follow-up consultation</td>
</tr>
</tbody>
</table>
| 12. follow-up consultation in a series | 3.1 names request for help or expectations  
3.2 names reason for attending  
4 Physical Examination  
5.1 names findings and hypothesis / diagnosis  
12.2 balanced division of time |
| 13. consultation in a series based on protocol (initiative by doctor) | 3.1 names request for help or expectations  
3.3 completes exploration request for help  
4 Physical Examination  
5.1 names findings and hypothesis / diagnosis  
12.2 balanced division of time |
| 14. consultation in preventive care (initiative doctor) | 1.2 general orientation on reason for visit  
1.3 asking about other reason for visit  
2 Follow-up consultation  
3.1 names request for help or expectations  
3.3 completes exploration request for help  
4 Physical Examination  
5 Diagnosis  
7.2 checks response to request for help  
8.1 explores request for help or expectations  
9 Emotions  
12.1 logical sequence of phases |
| 15. diagnosed problem is easily solved | 9.1 explores / discusses feelings  
9.2 reflects feelings |
| 16. problem urgently needs medical care | 1.3 asking about other reason for visit  
3.1 names request for help or expectations  
6.1 shared decision making |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th>8.1</th>
<th>12.1</th>
<th>12.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.</td>
<td>diagnosed problem is mainly psychosocial</td>
<td>explores request for help or expectations</td>
<td>logical sequence of phases</td>
<td>balanced division of time</td>
</tr>
<tr>
<td>18.</td>
<td>there is more than one person (patient) present</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>characteristics of physical examination</td>
<td>gives instructions to patient</td>
<td></td>
<td>explains what is done in PE</td>
</tr>
</tbody>
</table>

*Numbers coincide with (sub)items on MAAS-Global (see Appendix 1)*