Define problem
Which patient verbal communicative behaviors should be added to the Four Habits Model so it reflects the interactional nature of physician-patient communication?

Identify and invite experts
Expertise in medical education, physician or patient communication research, health care delivery

Round 1: solicit ideas
Provided with a list of 14 proposed patient behaviors within Four Habits Model. Asked to modify or add behaviors to the Model or approve the list as complete

Round 2: rate ideas
Rate each behavior for fit with the Four Habits Model.

Round 3: rate ideas
Review Round 2 ratings. Re-rate each behavior for fit with the Four Habits Model.

Round 4: rate ideas
Review Round 2 and 3 ratings. Re-rate each behavior for fit with the Four Habits Model and provide qualitative feedback on behaviors.

Final review
Provide feedback on final list of behaviors and on the entire Delphi process.