Doctor’s response

Class 1
Ignore symptoms, ‘clue’ or concern
- Continue on a different subject
- Continue to physical examination
- No verbal response

Class 2
Non-exploring response related to symptoms, clue or concern
- Normalisation of the problem
- Point out own responsibility
- Express own emotions
- Acknowledgment of the symptoms
- Humor

Class 3
Exploring response relating to symptoms, clue or concern
- Non-directional
- Clue-exploration
  - Reflection
  - Investigation
- Medical exploration
  - Reflection
  - Open question
  - Closed question