

INCLUDING A  
**CULTURAL HISTORY**  
IN YOUR HISTORY TAKING



[www.acem.org.au/culturalcompetency](http://www.acem.org.au/culturalcompetency)

Start by  
establishing  
rapport in a  
culturally  
appropriate  
way

Which Country are you from?

Can you tell me about your family/mob?

Then  
consider these  
other questions  
as you talk to  
your patient

What languages do you speak?



## EXPLANATION

How do you or your family explain your illness/what has happened to you?

Help guide people into meaningful discussion about their problem by using phrases such as:  
*"I often learn important things from hearing people's ideas about why they are ill and what they think should be done about it"*

## TREATMENT AND HEALING



What kind of medicines or healing (eg spiritual or traditional ways) have you tried for this illness?

Who else have you asked to help you heal?



## NEGOTIATE

What kind of treatments are you seeking from us?

How best do you think I can help you?

Can you provide them with what they are seeking? Are there other options you can offer?

## INTERVENTION



Agree on an intervention/management plan that makes sense based on the cultural context of the encounter, incorporating the information learned from the previous steps such as alternative treatments, spirituality, and healers, as well as other cultural practices. It may also include addressing health literacy needs, and exploring any knowledge gaps between your understanding of what is happening and the patient's understanding. Pictures can be a useful tool to assist in this process.



## COLLABORATE

How can we work together on this?

Who else can we work with?