

Patient presents problem

Gathering information

Parallel search of two frameworks

Disease framework
The biomedical perspective

**Weaving back
and forth between the
two frameworks**

Illness framework
The patient's perspective

Symptoms
Signs
Investigations
Underlying pathology

Ideas
Concerns
Expectations
Feelings and thoughts
Effects on life

Differential diagnosis

**Understanding the patient's
unique experience of the
illness**

Integration of the two frameworks

Explanation and planning
Shared understanding and decision-making

After Levenstien et al in Stewart and Roter (1989) and Stewart et al (1995 & 2003)