CONSULTATION EXPERIENCE JOURNEY

	1 Preparation for consult	2 Acquintance & medical anamnesis	3 Examination blood results	4 Opting treatment plan	5 Making treatment decision	6 Family anamnesis	7 Conclusions and goodbye	8 (Data) processing after consult
INTERACTION								
Physician	**PH:** Getting patient files on computer, looking at new results, considering options	**PH:** Pick up patient, asking questions about health, medication and complaints	**PH:** Showing and explaining blood results from laboratory	**PH:** Based on results, suggesting to stay on same medication or change	**PH:** Decide to deviate from this decision if patient is unpleased	**PH:** Asking about well-being other family members, raising importance screening, update database	**PH:** Summarising treatment plan, printing & signing prescription, giving indication next appointment	**PH:** Adminstering (new) treatment plan and other info
Patient	**PA:** Having blood tested , registering at counter and waiting	**PA:** Responding to questions, explaining complaints/side effects	**PA:** Listening, looking at paper or computer with lab results	**PA:** Listening	**PA:** Agreeing/not agreeing	**PA:** Answering questions, explaining situation	**PA:** Asking final question and saying goodbye	**PA:** Planning next appointment at counter, going on with life
	weeks to years	*15 minutes*						*weeks to years*
PATIENT EXPERIENCE								
Emotions	+ happy to see physician; nervous, or indifferent for lab results; experiencing complaints; explaining side effect/complaint; happy to hear about 'good' result; overwhelmed, confused about meaning cholesterol numbers; disappointed about 'bad' result; relieved to see medication and/or lifestyle adaptions work OR hopeful other medication will lead to better results; ambiguous because of good and bad test results, but also experiencing side effects; fear for more (severe) side effects with new medication; feeling guilty about gained weight, smoking; -				pleased to continue treatment; feeling enough belief, motivation for (new) medicine and lifestyle adjustments; considering severity side effects and advice physician to stay on current medication; angry, confused not willing or feelingunable to follow treatment advice; sad about lost contact; doubt about family status; powerless /worried about how to activate family members for screening; finding courage to ask one final question & thanking specialist; hastily feeling 'I have to go'; fear about experiencing severe side effects; Uncertain, lost motivation to effectively tackle weight loss, stop smoking because of lack of finding helpfull information	
Frustrations & challenges	Possibly experiencing complaints, (un)certain if this is caused by medicine New or uncomfortable, to hospital procedure or setting	Challenging to retrieve name of medication they are currently taking. Explaining complaint, possible side effect	Complicated to understand what specialist is explaining Overwelmed with medical information Seeing that physician is (un)satisfied with results, not sure what this means	Unpleased to hear advice about more medication or higher dosage Fear for possible side effects new medication Happy with good result, but unhappy with complaints	Taking physician's advice, but insecure, uncertain about (side) effect treatment In conflict with physician's advice, skeptical about medicine Eager to know more about other options, such as new PCSK9 inhibitors	Being confronted with status family relations and screening Not feeling responsible for 'far' or 'out-of-touch' family members Unsure how to contact or activate family members for screening (burden)	Having more questions, but feeling pressure of time/next patient Asking if they can take along printed lab results to explain to their spouse/others	Difficult to remember cholesterol levels, especially from results longer ago. Reading contradictory, frightening medicine related information (muscle pain, dementia, depression) on the internet or on pharmacy material)
	1-5 minutes				*15 minutes*			*+/- 1 minute*
PHYSICIAN EXPERIENCE								
Emotions	+ pleased with chol. results; unpleased with chol. results; stressed in time schedule; happy to see patient; filling in anamnesis and missing data; excited to explain 'good' result; proud to explain results; applying knowledge and skills; worried about 'bad' result; happy that patient receives advice well OR hopeful in presenting other options (applying skills); feeling helpful once a treatment plan has been found or powerless when patient does not see benefit of treatment; hopeful that patient will activate unscreened family members; feeling hasted; -							
Frustrations & challenges	Seeing this is a 'difficult' patient because of -statin intolerance -'bad' blood results Stressed in time schedule Difficult previous consult	Multitasking; combining administrative work on the computer (type of medicine and other history) & at the same time asking questions Estimating severity and cause of complaints as described by patient	Explaining meaning blood results to patient in an understandable way Bringing 'bad' news that cholesterol is not where it should be	Finding way to best introduce new treatment path and estimate what medicine dosage and type is needed, but will also be accepted by patient Giving the patient confidence in them and in the medicine	Having a patient that will not try any of the proposed options and has no trust in them as their physician.	Time consuming to get family tree out and get overview of structure, current screening status Encouraging patient to activate unscreened family members	Having to end conversation due to time restraints	Finish administrative work before next consult