Student Resource 7.10

Analysis: Identifying Health Care Professionals to Interview

Student Names:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_

Directions: Use this worksheet to begin compiling a list of health care professionals whom you would like to interview for your culminating project. Use what you’ve learned in this lesson and what you already know about your disease to help you respond to the questions and put together the list.

The disease we are featuring in our project is:

What role would a patient’s primary care physician have in helping to treat the disease?

Would the patient see one or more specialists? If so, list the specialists and their areas of expertise.

Specialist: Area of expertise:

Specialist: Area of expertise:

Specialist: Area of expertise:

With your group, look through the reference sheets that you’ve collected so far in your notebook. Are any of the health care professionals featured on the reference sheets involved in the care of a patient with the disease? List them below:

Review your responses on this analysis sheet. Then begin a list below of health care professionals whom you would like to interview for your culminating project pamphlet:

1.

2.

3.

4.

5.

Student Resource 7.11

Preparation: Interviewing Health Care Professionals

Student Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_

Directions: With your group, read through and discuss the following steps to prepare for an interview with a heath care professional. Under the “Prepare questions” section write the five most important questions your group has chosen to ask during the interview with one of the professionals on your list. At the end of this resource, write down additional ideas your group has about how to be best prepared for the interview. Once you feel prepared to make contact with a health care professional and conduct an interview, get to work setting up your first interview. Your first interview should be scheduled within the next two weeks. Use a table like the Interview Note-Taking Tool near the end of this resource to take notes during your interviews.

As you complete interviews for your culminating project, some of your interview notes will be assessed. Review the assessment criteria at the end of this resource, and make sure you understand how your interview notes will be assessed. As you conduct interviews and take notes, keep these assessment criteria in mind.

Tips for Interview Preparation

The interview liaison in your group is responsible for making sure interviews are set up, but he or she can enlist your help in any of the steps required to set up interviews. Remember, it is important to work as a team to make sure you have the best contacts and the best interviews possible.

**Make contact via email or phone**

If you make contact via email:

* Get a proper email address. Make sure you use an email address that gives you a professional identity. For example, sarah.cane@gmail.com looks professional, but funsarah@funtown.com does not. If you don’t have a professional address, ask your teacher for help you set one up.
* Add a clear subject line. Make it obvious why you are writing so the recipient is motivated to open and read your message.
* Open with a professional, friendly greeting. Write the email as if you are writing a business letter.
* Put a concise, clear message at the beginning of the email. Get to the point quickly so your email is not skipped or deleted.
* Make sure that your email includes the following:
	+ A brief explanation of your project and who you are
	+ A request for a five-minute interview
	+ At least two days and times that are convenient for you to conduct the interview. It may be difficult to arrange an interview with a health care professional during regular business hours, so you might suggest meeting during a lunch break or right when the professional gets off work.
* Keep content professional throughout the body of the email. Do not use informal terms, emoticons, or web lingo.
* End with a courteous closing. Thank the recipient for considering your request, and explain that you hope you have an opportunity to meet.
* Use proper spelling, punctuation, and grammar. Leave a good impression of you and your skills.
* Do not use all caps. All capital letters imply screaming and are more difficult to read.
* Have someone else in your group read your entire message before you send it. Be sure your tone and message are as you intended.

If you make contact via phone:

* Introduce yourself and get to the point. Tell the health care professional your full name, the name of your school and your teacher, and the reason for your call.
* Get the necessary information. When setting up the interview, make sure you’re clear about the day and time you and the professional have agreed to meet. If you need to check with your group members before agreeing to a time, let the professional know you will get back to him shortly to confirm. Write down the address where you will be meeting and any directions the professional gives you.
* Be professional, friendly, and courteous. Behave on the phone as you would if you were meeting the health care professional in person. At the end of the conversation, thank the professional for his or her time.
* Leave a professional message. If you receive the health care professional’s voice mail, leave a concise message that includes your name, the reason for your call, and the best way to reach you. Speak slowly and clearly.

**Prepare questions**

Write the five questions that your group decides are the most important to ask during the interview:

1.

2.

3.

4.

5.

**Act professionally**

* Make sure that you know where the interview will take place and how to get there.
* Show up on time.
* Dress professionally.
* Shake hands and make eye contact.
* Respect the health care professional’s time. Try not to exceed the five minutes allotted for the interview unless the health care professional agrees to talk longer.
* Make sure that each member of your group asks questions.
* Thank the health care professional before you leave.

**Take notes during the interview**

* Remember to bring your notebook and something to write with.
* Review the five questions your group has come up with.
* It isn’t necessary to write down every word the health care professional says, but make sure to write down the most important ideas.
* If you have access to a digital audio recorder, consider taping the interview.
* After the interview has finished, thank the health care professional and shake hands.

**Follow up and stay organized**

* Write a thank-you email.
* Organize your notes using the professional profile sheet.
* Keep the health care professional’s contact information for future reference.

Additional Ideas for Preparing for the Interview:

Interview Note-Taking Tool

Use a table such as the following to take notes during your interviews.

|  |  |
| --- | --- |
| Professional’s name |  |
| Professional’s title and place of work |  |
| Date and time of interview |  |
| Questions | Responses |
|  |  |
| Additional information |

Keep these assessment criteria in mind as you conduct interviews and take notes:

In future lessons, you will be submitting some of your interview notes for assessment. These are the criteria that will be used for the assessment:

* The interview questions are open ended, relevant, and on topic, and they elicit responses on a range of topics.
* The notes taken on the professional’s responses capture important ideas, and they include both the main idea of the response and the significant details.
* The notes include at least one powerful quotation of the professional's exact words.
* The completed notes are neat and use proper spelling and grammar.