

## Overview

This standard covers gathering information to obtain a relevant history from the individual and where appropriate a relevant other to establish the health status and needs of the individual to support and inform their assessment, intervention, care or treatment plan.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

## Performance criteria

### *You must be able to:*

- P1. identify and agree the roles and responsibilities of yourself and others in obtaining case history
- P2. confirm identity of the individual in accordance with organisational procedures
- P3. establish consent and access information on obtaining case history
- P4. explain your role and responsibilities and the purpose of obtaining an individual's relevant history
- P5. respect the individual's privacy, dignity, wishes and beliefs and maintain the confidentiality of the information obtained in line with legislation and organisational requirements
- P6. obtain details of the individual's prior health status and circumstances over a sufficient period of time to inform the assessment and requirements for your work activities
- P7. explore, clarify and confirm any unusual or ambiguous information and record the information clearly and accurately
- P8. complete all relevant documentation required for obtaining case history

## Knowledge and understanding

### *You need to know and understand:*

K1. the current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere

K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role

K3. how to access and interpret all relevant work instructions and information

K4. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability

K5. the principles, practice and procedures associated with informed consent

K6. how to obtain confirmation of an individual's identity in accordance with organisational procedures

K7. the needs of individuals including issues relating to dignity, confidentiality, and privacy

K8. the need to confirm your role and responsibilities and the individual's identification prior to obtaining a relevant history

K9. the steps you would take to ensure that ethical, cultural and confidentiality requirements are maintained when taking an individual's history in line with legislation and organisational requirements

K10. the steps you would take to try to clarify and confirm any information which is ambiguous or missing from an individual's or relevant other's narrative

K11. the types of information that need to be gathered and why each is necessary

K12. what information would be important to capture about the circumstances leading up to an individual requiring health care

K13. the impact of comorbidity

K14. how to complete and safely store all relevant documentation in accordance with organisational requirements

SFHCHS168



Obtain case history

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