

## Roter Interactional Analysis System Coding Categories

---

### Socioemotional Exchange

Personal remarks, social conversation  
Laughs, tells jokes  
Shows approval – direct  
Gives compliment – general  
Shows agreement or understanding  
Back-channel responses  
Empathy  
Shows concern or worry  
Reassures, encourages or shows optimism  
Legitimizes  
Partnership  
Self-Disclosure  
Shows disapproval - direct  
Shows criticism - general  
Asks for reassurance

### Task-Focused Exchange

Transition words  
Gives orientation, instructions  
Paraphrase/Checks for understanding  
Bid for repetition  
Asks for understanding  
Asks for opinion  
Asks questions (Closed-ended) - Medical condition  
Asks questions (Closed-ended) - Therapeutic regimen  
Asks questions (Closed-ended) - Lifestyle  
Asks questions (Closed-ended) - Psychosocial-Feelings  
Asks questions (Closed-ended) - Other  
Asks questions (Open-ended) - Medical condition  
Asks questions (Open-ended) - Therapeutic regimen  
Asks questions (Open-ended) - Lifestyle  
Asks questions (Open-ended) - Psychosocial-Feelings  
Asks questions (Open-ended) - Other  
Gives information - Medical condition  
Gives information - Therapeutic regimen  
Gives information - Lifestyle  
Gives information - Psychosocial  
Gives information - Other  
Counsels or directs behavior - Medical condition/Therapeutic regimen  
Counsels or directs behavior - Lifestyle/Psychosocial  
Requests for services or medication

---

*Note 1:* From “Roter, DL. THE ROTER INTERACTION ANALYSIS SYSTEM (RIAS). Handbook 2000. Copyright, 2000.” Updates and software for non commercial, research applications, are available at no cost from the author. Johns Hopkins School of Public Health, Department of Health Policy and Management, 624 N. Broadway, Room 750, Baltimore, MD 21209; droter@jhsph.edu. Reprinted with permission from Debra Roter.

*Note 2:* Information about the technical/psychometric and practical characteristics of the RIAS may be obtained from several studies. A selection of these studies is below.

Roter DL, Stewart M, Putnam S, Lipkin M, Stiles W, Inui T. Communication patterns of primary care physicians. JAMA 1997;270:350-5.

Roter DL, Rosenbaum J, deNegri B, Renaud D, DiPrete-Brown L, Hernandez O. The effectiveness of a continuing medical education program in interpersonal communication skills on physician practice and patient satisfaction in Trinidad and Tobago. Med Educ 1998;32:181-9.

Roter DL, Larson S, Fischer CS, Arnold RM, Tulskey, JA. Experts practice what they preach: a descriptive study of best and normative practices in end of life discussions. Arch Intern Med 2000;160:3477-85.