

Effective Communication Skills For Doctors A Practical Guide To Clear Communication Within A Hospital Environment Bpp Learning Media Progressing Your Medical Career

Against a global backdrop of problematic adherence to medical treatment, this volume addresses and provides practical solutions to the simple question: "Why don't patients take treatments that could save their lives?" The Wiley handbook of Healthcare Treatment Engagement offers a guide to the theory, research and clinical practice of promoting patient engagement in healthcare treatment at individual, organizational and systems levels. The concept of treatment engagement, as explained within the text, promotes a broader view than the related concept of treatment adherence. Treatment engagement encompasses more readily the lifestyle factors which may impact healthcare outcomes as much as medication-taking, as well as practical, economic and cultural factors which may determine access to treatment. Over a span of 32 chapters, an international panel of expert authors address this far-reaching and fascinating field, describing a broad range of evidence-based approaches which stand to improve clinical services and treatment outcomes, as well as the experience of users of healthcare service and practitioners alike. This comprehensive volume adopts an interdisciplinary approach to offer an understanding of the factors governing our healthcare systems and the motivations and behaviors of patients, clinicians and organizations. Presented in a user-friendly format for quick reference, the text first supports the reader's understanding by exploring background topics such as the considerable impact of sub-optimal treatment adherence on healthcare outcomes, before describing practical clinical approaches to promote engagement in treatment, including chapters referring to specific patient populations. The text recognizes the support which may be required throughout the depth of each healthcare organization to promote patient engagement, and in the final section of the book, describes approaches to inform the development of healthcare services with which patients will be more likely to seek to engage. This important book: Provides a comprehensive summary of practical approaches developed across a wide range of clinical settings, integrating research findings and clinical literature from a variety of disciplines Introduces and compliments existing approaches to improve communication in healthcare settings and promote patient choice in planning treatment Presents a range of proven clinical solutions that will appeal to those seeking to improve outcomes on a budget Written for health professionals from all disciplines of clinical practice, as well as service planners and policy makers, The Wiley Handbook of Healthcare Treatment Engagement is a comprehensive guide for individual practitioners and organizations alike.

This book covers the theory and practice of writing and speaking in professional settings for practitioners, educators and researchers in healthcare. A thought-provoking work, written by John J. Gartland, MD, Medical Editor at Thomas Jefferson University in Philadelphia and past president of the American Academy of Orthopaedic Surgeons, it will stimulate readers and change their perspectives on all forms of communication with their patients and colleagues. Uniquely, it also shows how to prepare an interesting, well-organized and well-written grant proposal to maximize the chances of obtaining funding. An essential resource for physicians and residents in all specialties, medical students, and educators and researchers, particularly those applying for research grants or wanting to publish articles. "Developing acceptable writing and speaking skills should be major goals for all physicians to attain because the very nature of the medical profession is such that few physicians can escape the need to speak and write in their professional careers. I share with you concepts and strategies about medical writing, medical speaking, and patient communication skills that have worked well for me over a long medical career. My hope is that these suggested communication and writing strategies will work as well for you as they have for me." - John Gartland, in the foreword.

Effective communication is at the heart of medical profession, whether it is patient-doctor communication, interpersonal communication, or communication with the scientific and research community. However, medical professionals are not adequately trained in these skills, and when it comes to presentations, the message is often lost due to inadequate preparation, ineffective slides, and a generally unconvincing performance by the presenter. This book addresses all aspects of the communication skills required by individuals entering medical school as well as professionals farther up the career ladder. Each chapter offers a quote or a statement that captures the essence of the text. Adopting a unique approach known an A, B, C, D and E (Assess Need, Brief, Contextualize, Describe and Evaluate) the book includes abundant illustrations, real-world case scenarios, anecdotes, tables, graphs and cartoons, as well as practical information, and tips on communicating effectively. As such it is a valuable resource for new and experienced clinicians, educators and researchers wanting to improve their communications skills.

Teaches communication skills to doctors and medical practitioners that will improve relationships with patients and increase effectiveness of treatment programs.

The Art of Effective Physician Communication

Improving Communication, Grant Writing and Chances for Publication

A Practical Guide for Health Professionals

The Doctor's Communication Handbook

Doctor-patient Communication

Handbook of Communication in Oncology and Palliative Care

Recent changes in the health service have highlighted the need for the health professional to have effective communication skills in order to maintain a high quality of service to the client. This book will meet the demands brought about by the changes in role from the student to practitioner through to managerial responsibilities.

An established key text for all doctors, this edition is completely up-to-date in regards to recent major changes in GP training and assessment.

This book and its companion, Skills for Communicating with Patients, Second Edition, provide a comprehensive approach to improving communication in medicine. Fully updated and revised, and greatly expanded, this new edition examines how to construct a skills curricular at all levels of medical education and across specialties, documents the individuals skills that form the core content of communication skills teaching programmes, and explores in depth the specific teaching, learning and assessment methods that are currently used within medical education. Since their publication, the first edition of this book and its companion Skills for Communicating with Patients, have become standards texts in teaching communication skills throughout the world, 'the first entirely evidence-based textbooks on medical interviewing. It is essential reading for course organizers, those who teach or model communication skills, and program administrators.

Clinical Communication Skills is a ground-breaking new resource for medical students. It provides a practical introduction to the subject, with acknowledgement of key theories. Pragmatic worked examples will be of immediate benefit in clinical environments. The book draws on patient and professional involvement with interview podcasts.

Doctor-patient Interaction

The Mumbo Jumbo Fix

A Guide to Effective Communication with Parents and Families

Writing, Speaking, & Communication Skills for Health Professionals

Communication Skills for the Health Care Professional

Effective Communication Skills for Doctors

Good Practice focuses on the language and communication skills that doctors need to make consultations more effective using five elements of good communication: verbal communication, active listening, voice management, non-verbal communication and cultural awareness. Students will learn how to sensitively handle a range of situations such as breaking bad news and examining patients, preparing doctors for dealing with different types of patients. With reference to numerous medical communication experts, and through exposure to authentic clinical scenarios, Good Practice demonstrates the impact of good communication on the doctor-patient relationship and enables students to become confident and effective practitioners in English.

The Textbook of Palliative Care Communication is the authoritative text on communication in palliative care, providing a compilation of international and interdisciplinary perspectives. The volume was uniquely developed by an interdisciplinary editorial team to address an array of providers including physicians, nurses, social workers, and chaplains, and unites clinicians with academic researchers interested in the study of communication. By featuring practical conversation and curriculum tools stemming from research, this text integrates scholarship and inquiry into translatable content that others can use to improve their practice, teach skills to others, and engage in patient-centered communication. The volume begins by defining communication, explicating debatable issues in research, and highlighting specific approaches to studying communication in a palliative care context. Chapters focus on health literacy and cultural communication, patient and family communication, barriers and approaches to discussing palliative care with specific patient populations, discussing pain, life support, advance care planning, and quality of life topics such as sexuality, spirituality, hope, and grief. Team communication in various care settings is outlined and current research and education for healthcare professionals are summarized. Unique to this volume are chapters on conducting communication research, both qualitatively and quantitatively, to promote further research in palliative care.

Around the world, the number of internationally mobile medical professionals is steadily increasing, posing potential difficulties for the good communication with patients and colleagues that is vital to satisfactory outcomes and personal professional success.

Communication Skills for Foreign and Mobile Medical Professionals is an evidence-based communication resource book designed for all medical professionals who work in foreign countries, cultures, and languages. It offers a wealth of insights into doctor-patient communication, structured around the different phases of the consultation. The proposed strategies and tips will raise the reader's awareness of important recurring issues in face-to-face interactions and improve his or her ability to deal with them effectively.

Common misunderstandings between doctors and patients with a different cultural/linguistic background are discussed in depth. Throughout, the emphasis is on patient-oriented medicine. The modular structure of the book will ensure quick and easy retrieval of information. Communication Skills for Foreign and Mobile Medical Professionals will be of benefit to a wide range of medical professionals, from senior nursing staff through to heads of department, in multilingual or intercultural contexts. It will also be of value to human resource managers, language trainers, and cultural mediators.?

Clinical Communication Skills for Medicine is an essential guide to the core skills for effective patient-centered communication. In the twenty years since this book was first published the teaching of these skills has developed and evolved. Today's doctors fully appreciate the importance of communicating successfully and sensitively with people receiving health care and those close to them. This practical guide to developing communication skills will be of value to students throughout their careers. The order of the chapters reflects this development, from core skills to those required to respond effectively and compassionately in challenging situations. The text includes case examples, guidelines and opportunities to encourage the reader to stop and think. The contents of the book cover: The fundamental elements of clinical communication, including skills for effectively gathering and sharing information, discussing sensitive topics and breaking bad news. Shared decision making, reflecting the rapid changes in expectations of medical care and skills for supporting patients in making decisions which are right for them. Communicating with a patient's family, children and young people, patients from different cultural backgrounds, communicating via an interpreter and communicating with patients who have a hearing impairment. Diversity in communication, including examples of communicating with patients who have a learning disability, transgender patients, and older adult patients. Communicating about medical error, emphasising the importance of doctors being honest in the face of difficult situations. This is a practical guide to learning and developing communication skills throughout medical training. The chapters range from the development of basic skills to those dealing with challenging and difficult situations.

Effective Communication Skills for Hospital Doctors (Develop

Communication - eBook

Teaching and Learning Communication Skills in Medicine

Textbook of Palliative Care Communication

Communication Skills for the Healthcare Professional, Enhanced Edition

A Guide for Effective Communication with Patients and Families

Of previous editions: '... breaks new ground in its readability ... It is concise, wise, and firmly pragmatic'. British Medical Journal 'Since it was first published in 1994, Peter Tate's The Doctor's Communication Handbook has been essential reading to improve GP registrars' communication skills'. Practical Diabetes International This bestselling title has established itself as the ultimate guide to patient communication for all doctors, whatever their experience and wherever they practice. Highly respected by many and acclaimed for its light, conversational tone, this completely updated and expanded eighth edition remains a key text for doctors at all levels and in all settings, particularly candidates sitting for the Membership of the Royal College of General Practitioners. Key features: Unique and accessible approach to this vital and frequently poorly practiced aspect of medicine Addresses the change in practice where traditional doctor consultations are increasingly being done by other health professionals, including nurse practitioners and paramedics Reflects the dissolution of the primary/secondary care boundary, and the increasing importance of shared responsibility for patient communication in clinical and social care Covers the new types of consultation including telephone triage and virtual consultation and the associated risks and benefits Retains all the features praised in previous editions – brevity, readability and humour As patients become participants, doctors are increasingly adjusting to new roles and forms of communication – from orators and governors to confidants and interpreters. The Doctor's Communication Handbook continues to provide an invaluable 'one stop shop' to help students, practicing doctors, nurses and other healthcare practitioners value and improve their skills in this area.

Effective Communication Skills for Doctors: a Practical Guide to Clear Communication Within a Hospital EnvironmentStudy Text

This textbook provides the kind of comprehensive and in-depth preparation your students need to communicate optimally with patients, families, and fellow providers. Combining principles and practical applications, this text shows students how to apply communication techniques to patient care. It contains specific examples from many health care disciplines and is appropriate for all students in medicine, nursing, pharmacy, dentistry, and other allied health professions. Complete with chapter objectives, real-life examples and sample dialogue, and a glossary defining over 100 words and terms essential to the field of communication.

This volume covers many of the ways of speaking that create problems between doctor and patient. The questions under consideration in the present book are the following: How is the doctor-patient interaction structured in a particular culture? What takes place during the process? What causes misunderstandings, lack of cooperation and even total non-compliance? What is the outcome of the interaction and how does the patient benefit from it? Finally, and this is the ultimate purpose of this book: How can the interaction be improved so that an optimum outcome is assured for the patient with maximum satisfaction to the physician?

Communication Essentials for Patient-Centered Care (2nd Edition)

Communication and Clinical Effectiveness in Rehabilitation E-Book

The A, B, C, D, E of it

Concepts and Techniques

The Doctor's Communication Handbook, 8th Edition

Medical Improv

Incorporating a patient-focused perspective on communication and health care, this new title for physical and occupational therapists and students provides practical strategies for effective communication with both colleagues and patients. Written in a straightforward, easy-to-understand style, it offers a multidisciplinary, evidence-based approach and an emphasis on reflective practice, making it a timely and useful resource for today's readers. Discusses strategies for communicating with both colleagues and patients Examines the evidence for the importance of effective communication in enhancing clinical effectiveness Contains reflective exercises for self-awareness of personal communication skills and difficulties Provides case studies that allow the reader to analyze a range of realistic communication problems Includes research-based evidence throughout

This clear and easy to read book explores the different communication models that can be used within a healthcare setting and outlines how individuals can develop and improve their communication skills quickly and easily.

Good communication is important in all walks of life and it is vital for doctors and physicians. Most of patient complaints root from not on the technical skills of doctors but from the communication skills of the doctors. Communication skill is the key to effective management plan and patient compliance. It leads to higher patient satisfaction better professional relationship. The book describes not only the underpinning principles of successful communication but also explains how and why it helps. The book is beautifully written with evidence base and analysis of different components of communication. The book also describes how to improve presentation in meetings and in large audience. The master piece pictorial depiction of messages is quite effective and the author needs to be admired for that. It is a must read for all doctors who care for the patients.

This book is written for patients and their doctors by an internationally acclaimed gastroenterologist and patient advocate. It contains up-to-date knowledge on the science, diagnosis, and treatment of all the Disorders of Gut-Brain Interaction (formerly called Functional GI Disorders) and offers techniques to maximize the patient- doctor relationship.

Oxford Handbook of Clinical Examination and Practical Skills

Skills for Communicating with Patients

Communication Skills for Medicine E-Book

Confronting Racial and Ethnic Disparities in Health Care (with CD)

Communication Skills for Doctors

Clinical Communication Skills for Medicine

This comprehensive text provides clinicians with practical and evidence-based guidelines to achieve effective, patient-centered communication in the areas of cancer and palliative care. Written by an outstanding panel of international experts, it integrates empirical findings with clinical wisdom, draws on historical approaches and presents a state-of-the-art curriculum for applied communication skills training for the specialist oncologist, surgeon, nurse and other multi-disciplinary team members involved in cancer care today. In this book communication is broken down into key modules that cover the life-cycle of cancer care. They include coverage of diagnosis and treatment including clinical trials, empathic support in response to distress, transition to survivorship or palliative therapies, discussion of prognosis, conduct of family meetings, and care of the dying. Complementary training of patients in their communication with the doctor completes the interactive dyad. The art of teaching, impact of gender and power in the consultation and the ethical context are carefully considered. Special communication challenges include discussion of genetic risk, rehabilitative and salvage surgery, promotion of treatment adherence, unanticipated adverse outcomes, intercultural issues, fertility and sexuality. The value of decision aides, question prompt lists, audio-recording of consultations and use of the internet is illustrated. By looking across the full spectrum of disciplines involved in the multidisciplinary team, discipline-specific issues are considered by experts in each field. In this manner, the needs of patients and their relatives are evaluated, including paediatric and geriatric populations. To achieve all of this, theoretical models are examined from the medical school to the highly specialized practice, facilitation training and actor training are made explicit, and international approaches to communication skills training are compared and contrasted. Finally, research tools that assist in coding cancer consultations, evaluating training courses, and employing mixed methods in studies aid the reader in providing clear and sensitive communication when handling challenging situations whilst treating cancer sufferers and palliative care patients.

This title was Highly Commended (Basis of Medicine category) in the BMA Awards 2005. A highly practical account of communication for medical students, backed up with numerous case histories. In addition to the clinical interview the book covers other aspects of communication including how to promote healthy behaviour and the need for the doctor to work as part of the health care team. Reflects current importance of communication skills in curriculum. Highly practical approach. Accessible information with summary points. Covers needs for both hospital and general practice setting. Written specifically for medical students, unlike many of the competing books. Additional practical examples. More material on: professionalism; Mental Capacity Act; risk; the 'expert' patient.

The Mumbo Jumbo Fix: A Survival Guide for Effective Doctor-Patient-Nurse Communication tackles the vital subject of healthcare miscommunication which is a leading cause of patient harm. It is the first book of its kind geared to all three essential participants--doctors, nurses, AND patients. Written by a medical malpractice trial attorney, hospital risk manager, and healthcare educator, its unique holistic approach provides real-world practical solutions in a concise, easy-to-read, and entertaining format. No other book in the field has been written by someone with equivalent "boots on the ground" experience. And the author's original cartoons are sure to bring a smile to every reader's face. The Mumbo Jumbo Fix contains up-to-date content including telemedicine during the national emergency,

greetings in the time of pandemic, communication training for healthcare staff, patient preparation for the office visit and hospital stay, provider interaction with families, and talking to the transgender population. Written in plain English without linguistic mumbo jumbo, the book's true stories and evidence-based suggestions offer the needed healthcare communication fix. **REVIEWS and WORDS OF PRAISE** The Mumbo Jumbo Fix hits a home run! [An E]xcellent book by an eminently qualified author who has lived it. Easy to read, organized with many valuable insights and vignettes... Patients who read this book will end up improving their chances of the best outcome the profession offers. ---Dominick Addario, MD, Psychiatrist, Diplomate, American Board of Psychiatry and Neurology, Distinguished Life Fellow, American Psychiatric Association, Health Sciences Clinical Professor, University of California San Diego Easy to read, and systematic approach to maximizing on first principles of communication in healthcare, and more broadly... The book does not take itself too seriously, with a smattering of cartoons thrown in to make the subject light-hearted, but relevant and relatable. I highly recommend this book to all physicians, nurses, and others who support them. ---Javed Siddiqi, HBSc, MD, DPhil (Oxon), FRCSC, FACS, FAANS, Neurosurgeon, Chief of Neurosurgery, ARMC, RUHS, RCH & DRMC, Professor & Chair, Dept of Surgery, California University of Science & Medicine, Founding Journal Editor, Contemporary Reviews in Neurology & Neurosurgery, President Elect, California Association of Neurological Surgeons The Mumbo Jumbo Fix is a long overdue resource for healthcare professionals, patients, and families. This book presents communication strategies in a clear and often humorous format... Medical and nursing programs should include this book as a required text for improved communications skills. ---Elsa L. Murdoch, DNP, MSN, RN, CPHRM, Assistant Professor, RN-BSN Program Director, Azusa Pacific University Who better to see the many problems of doctor-patient-nurse communication than an experienced medical malpractice attorney? Mike Grace has seen and heard it all. The Mumbo Jumbo Fix is loaded with entertaining and revealing stories of miscommunication between doctors and nurses and between both and patients.... It is a must read for both health professionals in training and those with experience.,br> --Joseph E. Scherger, MD, MPH, Family Practice Physician, Primary Care 365 Physician Core Faculty, Family Medicine Residency Program, Eisenhower Medical Center, Clinical, Professor of Family Medicine, Keck School of Medicine, University of Southern California An absolute must read for anyone who wants to improve communication and patient relationships. A comprehensive communication guide. Even the most seasoned healthcare professional will benefit from reading this book. --Nicholas Wade, BSN, MPH, CEAS, Public Health Nurse, West Bay Area Director of Employee Health Service & Workers Compensation, Sutter Health The book was very worthwhile, easy to read, concise, and entertaining which holds all healthcare workers' attention. I appreciated the cartoons... I found myself smiling or laughing aloud at times. This book's subject has a role in the education of medical students and all healthcare workers. --Lori J. Beck, DNP, Nurse Practitioner, Indiana University Health [V]ery eloquently written... [W]itty comical illustrations...[A]n easy read that can be read in one sitting or multiple sittings because you can pick right back up where you left off... --Karen Seessengood, MSN, RN, CNOR, CST/CSFA, Nurse Perioperative Educator, Founder, Seessengood Perioperative Education and Consulting, Princeton, IN, Staff RN/ Perioperative Educator, Surgery Department, Logansport Memorial Hospital

Ensure you have the skills to effectively communicate with patients and other healthcare professionals! With its easy-to-read style, *Effective Communication for Health Professionals, 2nd edition*, is loaded with useful tips and exercises to help you learn the universal (and necessary) practice of communication. This full-color second edition reflects current therapeutic techniques, including Communication Guidelines feature boxes, Words at Work dialogue boxes, added case studies, and all-new content exploring the most current communication tools in the modern health care setting. In addition, interactive exercises on the Evolve companion website encourages you to practice therapeutic communication techniques in real-life situations. **UNIQUE!** Interactive activities on accompanying Evolve site include a variety of application exercises such as scenarios with voice mail messages and patient/caregiver interviews. **Easy-to-read style** provides practical information, hints, and tips. **Test Your Communication IQ** boxes provide you with a short self-assessment test at the beginning of each chapter. **Spotlight on Success** boxes provide you with useful, practical tips for improving workplace habits and communication. **Expanding Critical Thinking** boxes provide actual case examples and activities with useful tips to help you apply what you've learned to practice. **Legal Eagle** boxes provide useful tips that focus on honesty, as well as ethical and legal communication between patients and healthcare workers. **End-of-chapter** questions and exercises help you to use knowledge learned from topics presented in the chapter. **NEW!** Chapter devoted to cross-cultural communication promotes understanding of care in a diverse workplace **NEW!** Chapter on diseases and disorders discusses communication with patients experiencing specific physical and mental illnesses and disorders. **NEW and UNIQUE!** Words at Work dialogue boxes demonstrate actual conversations between healthcare workers and clients. **UPDATED!** Content reflects the most current communication tools for the modern healthcare setting. **NEW!** Full-color design and art program promote engagement. **NEW and UNIQUE!** Communication Guidelines boxes direct you to best practices for the effective exchange of information. **NEW!** Additional Taking the Chapter to Work case studies demonstrate real-life communication pitfalls and successes.

Physician Communication

Building Fundamental Roots

Communication Skills for Doctors and Other Caregivers

A Survival Guide for Effective Doctor-Patient-Nurse Communication

Communication Skills in Practice

Good Practice 2 Audio CD Set

Fully updated and revised for its second edition, the Oxford Handbook of Clinical Examination and Practical Skills is the only truly comprehensive pocket guide to all aspects of history taking, physical examination, practical procedures, data interpretation, and communication skills. Packed with expert knowledge and practical guidance it gives realistic advice on coping with common situations. The handbook is structured to allow rapid reference of key information, and to aid understanding with concise and practical clinical guidance. Full colour throughout, it includes over 140 detailed photographs and diagrams of all common examination skills to show you exactly what you need to do and the theory, practice and complications for each. More photos have been included, with over half completely new and specially produced for this edition. Each system chapter covers applied anatomy, history, examination, and the presentation of common and important disorders. Data interpretation covers the basics of x-rays, ECGs and other key areas. A new chapter on the eyes is included along with the sections on body language and non-verbal communication, and the section on practical procedures has been expanded. This handbook will help to ensure you have the confidence and skill to carry out an 'A' grade examination every time.

Aimed at senior medical students and doctors in training, the key objective of this book is to help them become more competent in dealing with common areas of communication which many find particularly difficult. The author covers the main areas where communication takes place and the difficult scenarios students/doctors are likely to encounter, providing practical (and alternative) guidelines to cover a broad range of situations. Beginning with a review of basic communication skills, the text includes doctor/patient interchanges taken from the author's own work experience. These feature both good and bad examples of real communication and include alternative ways of handling difficult situations. Research is cited where appropriate, drawing on the body of research in medical communication. Each chapter ends with a brief summary and suggests questions for use in classrooms or self-study.

This text and its companion, "Teaching and Learning Communication Skills in Medicine", provide a comprehensive approach to improving communication in medicine. Exploring in detail the specific skills of doctor-patient communication, the book provides evidence of the improvements that these skills can make in health outcomes and everyday clinical practice.

Strong communication skills are required of today's health care practitioners. This guide contains practical advice on a broad range of essential communication skills for health-care practitioners.

Study Text

The Wiley Handbook of Healthcare Treatment Engagement

Communication Skills for Foreign and Mobile Medical Professionals

A Practical Guide

Making the Patient Your Partner

Racial and ethnic disparities in health care are known to reflect access to care and other issues that arise from differing socioeconomic conditions. There is, however, increasing evidence that even after such differences are accounted for, race and ethnicity remain significant predictors of the quality of health care received. In Unequal Treatment, a panel of experts documents this evidence and explores how persons of color experience the health care environment. The book examines how disparities in treatment may arise in health care systems and looks at aspects of the clinical encounter that may contribute to such disparities. Patients' and providers' attitudes, expectations, and behavior are analyzed. How to intervene? Unequal Treatment offers recommendations for improvements in medical care financing, allocation of care, availability of language translation, community-based care, and other arenas. The committee highlights the potential of cross-cultural education to improve provider-patient communication and offers a detailed look at how to integrate cross-cultural learning within the health professions. The book concludes with recommendations for data collection and research initiatives. Unequal Treatment will be vitally important to health care policymakers, administrators, providers, educators, and students as well as advocates for people of color.

Communication skills determine how the world perceives us - and how we perceive the world. Communication is at the heart of who we are and all that we do. As a clinician, your communication impacts how you take care of patients, work with colleagues, teach trainees, and engage audiences and the public. Communication encompasses all aspects of human skills, from listening and clearly articulating thoughts to an awareness of physical gestures, specific word choice, tone, and volume. Whether engaging with patients, peers, care teams, family members, residents, researchers, insurance agencies, management, or journalists, successful communication requires focusing on the importance of the relationship and the mission of each interaction. Today, due to the rise of digital technologies including electronic medical records, online forums, and video conferences, the content of information, the platform, and the audience are continuously changing and expanding for physicians. There is a great need in the physician community to learn how to facilitate the exchange of information, provide psychosocial support, partake in shared-decision making, translate complex information, and resolve controversies with sound science in a variety of settings. Addressing physicians at every level of training and practice, Physician Communication: Connecting with Patients, Peers, and the Public will enable providers to examine, analyse, and improve their skills in the art and science of communication. Divided into four sections: Face-to-face Communications; Digital Communications;Public Speaking; and Traditional Media, this book will help physicians navigate various situations using different methods and modes of communication.

Good Practice focuses on the language and communication skills that doctors need to make consultations more effective through a focus on five elements of good communication: verbal communication, active listening, voice management, non-verbal communication and cultural awareness. The course teaches learners how to handle a range of situations sensitively, such as taking a patient history, breaking bad news, examining a patient and describing treatment options, as well as preparing doctors for dealing with different types of patients, from children to the elderly. With reference to numerous medical communication experts, and through exposure to authentic clinical scenarios, the course demonstrates the impact of good communication on the doctor-patient relationship and enables students to become confident and effective practitioners in English. This resource is aimed at upper-intermediate learners. Table of contents: Section 1: Introduction to communication * Introduction to communication Section 2: Developing language and communication skills for the patient encounter * Unit 1: Receiving the patient * Unit 2: The presenting complaint * Unit 3: Past medical and family history * Unit 4: Social history and telephone consultations * Unit 5: Examining a patient * Unit 6: Giving results * Unit 7: Planning treatment and closing the interview * Unit 8: Dealing with sensitive issues * Unit 9: Breaking bad news Section 3: Interviewing different patient categories * Unit 10: Communicating with challenging patients page * Unit 11: Communicating with the elderly page * Unit 12: Communicating with children and adolescents page * Readings for discussion * DVD lessons.

Widely varying patient needs, a wide provider mix, significant power differentials, and a heightened emotional state all contribute to barriers in communication in the medical field and all of these elements are magnified in an emergency department. Communication in Emergency Medicine highlights key challenges to effective communication in Emergency Medicine that may be experienced by healthcare providers, students, nurses, and even hospital administrators. The text addresses these pitfalls by demonstrating how a mix of foundational communication techniques and leadership skills can be used to successfully overcome barriers in information exchange highlighted by real-life clinical scenarios with an emphasis on avoidable pitfalls. Chapters explore principles of communication, patient and family interactions, and communications within and outside of the healthcare system, rounding off with a number of case studies. The approach of utilizing the environment of an emergency department with high stakes conflicts faced every day by medical professionals distinguishes Communication in Emergency Medicine as an ideal resource for Emergency Medicine providers, with lessons which can also be applied in many other settings as well.

The Language of Caring Guide for Physicians

Good Practice. Teacher's Book

Clinical Communication Skills

Effective Communication Skills for Doctors: a Practical Guide to Clear Communication Within a Hospital Environment

Communication Skills in English for the Medical Practitioner

A New Way to Improve Communication!

Written by Gijn O' Toole, Communication: Core Interpersonal Skills for Healthcare Professionals 4e is an essential guide to clear and effective communication in a multidisciplinary healthcare setting. Divided into four sections, the fourth edition challenges the reader to reflect upon their personal communication style and habits; introduces strategies and skills to enhance future practice, and encourages the development of confidence through activities, scenarios and case studies. This fully revised fourth edition will appeal to health science students and clinicians seeking to communicate more effectively in an increasingly complex healthcare environment. Increased focus on digital communication - includes overviews and tips on navigating professional and personal electronic media Individual and group activities throughout to encourage skill development, reflection and awareness of self and others An extensive suite of scenarios - practice and apply your communication skills using realistic situations and individuals that healthcare professionals encounter in clinical practice Chapter 5 The specific goals of communication for healthcare professionals: Effective conclusions of interactions and services: Negotiating closure Chapter 20 Remote telecommunication or telehealth: The seen, but not-in-the-room healthcare professional Chapter 23 - Person/s experiencing neurogenic or psychological shock Chapter 25 - A Person/s fulfilling the role of a grandparent Chapter 26 - Person/s with a spinal injury Chapter 27 - A Person/s living in a residential aged care facility

Medical Improv: A New Way to Improve Communication (With 15 activities you can teach STAT!) Welcome to the emerging field of Medical Improv! Medical Improv is an exciting new teaching tool! Its experiential activities hold great promise for persistent challenges we face in healthcare by promoting the 'soft' skills involved in emotional intelligence, communication, collaboration, and leadership. This train-the-trainer resource is designed to help educators teach the "soft" skills that healthcare professionals need to positively impact patient safety, patient experience, workforce health, and the efficient use of resources. Because these skills are not intellectual, they require a non-traditional approach that fosters new behaviors. Medical Improv is a fun and effective strategy. There are 3 parts to the book. Part I, explains what Medical Improv is and why we need it. Part II, focuses on how to facilitate successful Medical Improv sessions. Part III, covers step-by-step instructions for teaching 15 fundamental activities with chapters that focus on skills associated with emotional intelligence and communication, teamwork, and leadership. You do NOT need experience in improv or a background in theater to teach these fundamental activities. This is the first Medical Improv train-the-trainer book for nurses and other healthcare educators. Applied improvisers will find it helpful for teaching classes in the healthcare sector. The author's combined expertise in nursing, communication, organizational development, and improvisation provide a powerful opportunity for positive change!

Apparently, a clean and sparkling car can lead to a whole discovery of how to more effectively communicate with physicians! At least that was Dr. Harry Wilkins and Hedi Aguiar's experience. If you find it challenging to communicate with and engage physicians, you may be missing some tools and insight into how to interact with physicians in context of physician culture. This book will take you through a discovery of human interactions and behavioral science in context of physician culture and will provide you with the tools and techniques that you need. Case scenarios are utilized to illustrate the points, reflection questions challenge the reader to self-evaluate, and application tips provide practical considerations for real-life application of the tools and techniques discussed.

Theory, Research, and Clinical Practice

Effective Medical Communication

Communication in Emergency Medicine

Gut Feelings: Disorders of Gut-Brain Interaction and the Patient-Doctor Relationship

Core Interpersonal Skills for Healthcare Professionals

Better Physician Writing and Speaking Skills