

## COMMUNICATION WITH PATIENCE

### LEARNING OUTCOMES

#### KNOWLEDGE

- PROVIDING STUDENTS WITH THE REQUIRED KNOWLEDGE TO BE ABLE TO TAKE A MEDICAL HISTORY FROM PRIMARILY (THE PATIENT) AND SECONDARY SOURCES
- DEFINING THE BASIC CONCEPTS AND FUNDAMENTAL THEORIES OF MEDICAL COMMUNICATION
- RECOGNITION OF ASSERTIVE COMMUNICATION TECHNIQUES AND STRATEGIES

#### SKILLS

- KNOWING AND APPLYING THE ALGORITHMS OF AN EFFECTIVE COMMUNICATION AND RELATIONSHIP BETWEEN DOCTOR AND PATIENT
- DOCUMENTING THE PATIENT'S HISTORY, MAKING A COMPLETE CLINICAL EXAMINATION
- EFFECTIVE DECIPHERING OF PATIENTS' EMOTIONS AND BEHAVIORS
- THE ACTIVE INCLUSION OF THE PATIENT IN HIS OWN MEDICAL TREATMENT
- ACQUISITION OF ORAL AND WRITTEN COMMUNICATION SKILLS WITH PATIENTS

#### COMPETENCES

- CREATION OF THE INTERDISCIPLINARY TEAM
- CONCRETE IMPLEMENTATION OF ETHICAL ELEMENTS AT THE LEVEL OF COMMUNICATION AND RELATIONSHIP BETWEEN DOCTOR AND PATIENT

### ECTS CREDITS

2 ECTS

<i>Theoretical courses</i>	<i>Teaching Methodology</i>	<i>Number of hours</i>
Definition and characteristics of medical communication.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Communication models and their clinical applications.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Forms of communication with the patient. Verbal communication. Nonverbal communication.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Forms and characteristics of the communication of emotions.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Communication with patients in special situations.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Communication of diagnosis and/or poor prognosis.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2
Methods of structured communication in the field of health.	<i>Oral presentation + multimedia, E-learning. Online platform</i>	2



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<b>Practical activities</b>	<b>Teaching Methodology</b>	<b>Number of hours</b>
Perceptions, representations and expectations of students towards the discipline	Conversation, explanation, demonstration, case study	4
Patient-centered approach. Elements of the communication process.	Conversation, explanation, demonstration, case study	4
Communication models. Metacommunication and deciphering emotional reactions.	Conversation, explanation, demonstration, case study	4
Disturbing factors in the communication process.	Conversation, explanation, demonstration, case study	4
Techniques for questioning patients.	Conversation, explanation, demonstration, case study	4
Ways of empathic communication and gaining the patient's trust.	Conversation, explanation, demonstration, case study	4
The content and organization of the transmitted message: accessibility, redundancy, organization, complexity, saturation. The mandatory set of information to be transmitted to the patient regarding the drug and the administration regimen.	Conversation, explanation, demonstration, case study	4

#### References

1. Brown J., Noble L.M., Papageorgiou E. & Kidd J. (eds.): Clinical Communication in Medicine. John Wiley & Sons, Ltd., 2016.
2. Schiavo, Renata. Health communication: From theory to practice. John Wiley & Sons, 2013.

#### Evaluation

<i>Course activities – percent of the final grade - 50%</i>	<i>Practical activities – percent of the final grade - 50%</i>
<i>Final mark</i>	

#### Training Methods

- Lectures
- Independent Study

#### Innovative Digital Training Methods

- Online platform
- E-learning

