

# Receiving the Patient

## Unit 1

# Test 1

## Home reading TWO CONSULTATIONS

- 1. make up sentences with the following words and expressions :

*To take smb to see a doctor about*

*To be reputed*

*To pay the consultation fee*

*A check up*

*To come for a follow-up*

*To fail to give assurance*

*To cure a problem*

*Management strategy*

# Two Consultations

## ► Find synonyms

To take smb to see a doctor - to accompany smb to a doctor

A consultation - a check up - a follow-up

To give - to hand

To cure - to treat - to manage

Treatment - cure - management

Thoroughly - in details - carefully

To come back - to return

Communication - relationship

Sick - ill

Disease - illness - sickness

To feel relieved - to feel happily

Grievances - problems - concerns - complaints

To look dissatisfied - to look unhappy

# Characteristics of a good doctor

- ▶ Is reputed to be one of the best
- ▶ Gives enough time to explain about problems and treatment in details
- ▶ Gives his patients assurance and encouragement, hope
- ▶ Patients are not afraid to come back to the doctor for a follow-up
- ▶ Listens carefully and thoroughly examines
- ▶ Tells about the disease and treatment that he is going to give
- ▶ Asks if a patient understands everything
- ▶ Makes patient feel relieved and happily
- ▶ Can see non-verbal cues from patients faces
- ▶ Gives patients enough time to tell about their grievances
- ▶ His management strategy is laid upon a strong foundation of good D-P relationship
- ▶ Epitomizes good D-P communication

# Aims

## *To be able*

- ▶ to greet patients and put them at ease
- ▶ to introduce yourself and your role
- ▶ to ask the opening question
- ▶ to set the agenda for the interview

# Lead in

Share your thoughts

*The kindly word, the  
cheerful greeting, the  
sympathetic look - these the  
patients understands.*

William Osler (1849-1919)

# William Osler



Уильям Ослер (1849-1919), знаменитый канадский ортопед. Работая в университете им. Джона Хопкинса, написал книгу „Церебральные параличи у детей”

# William Osler

- ▶ Наилучшая подготовка к завтрашнему дню - это сделать как можно лучше сегодняшнюю работу.
- ▶ Мы здесь для того, чтобы все возможное добавлять к жизни, а не для того, чтобы все возможное получать от жизни.
- ▶ Чем более невежествен человек, тем более он догматичен.
- ▶ Будущее - сегодня.



# Sum up

- ▶ Make up sentences putting the following words in the right order:
- ▶ many doctors, Today, learning, basic relation-building skills, are not interested in.
- ▶ of the doctor-patient encounter, the positive, But, initial contact, is very important, with the patient, for the outcomes,.
- ▶ may not understand, their condition, Patients, much about, but, warmth, they understand, the doctor gives, and empathy.

# Sum up

- ▶ Today many doctors are not interested in learning basic relation-building skills.
- ▶ But the positive initial contact with the patient is very important for the outcomes of the doctor-patient encounter.
- ▶ Patients may not understand much about their condition but they understand warmth and empathy the doctor gives.

# Putting yourself in the patient's shoe

## ► *How do you feel when you enter hospital as a patient?*

relaxed	mildly concerned
unconcerned	apprehensive
relieved	scared

## ► *What lessens your concerns?*

administrative staff	a doctor
nursing staff	surrounding

## ► *What qualities do you appreciate in a doctor?*

# Establishing initial contact (rapport)

- ▶ The way you greet a patient can determine the rest of the consultation.
- ▶ The initial contact with the patient sets the foundation for the relationship. Be prepared to give your undivided attention. Spend enough time and energy on your greeting to achieve comfort of the patient.

Bickley (2003) [\(Prof. Curt Bickley - Bio | Multnomah University\)](#)

- ▶ Listen to a communication expert (ex.4 a, b, p.15)
- ▶ Do ex.5a,b, p. 16 at home (copy script 1.1, p. 137)

# Listening to a communication expert

► *Learn new words and fill in the gaps*

**crux** *решающий вопрос*

**rapproach** *отношения, взаимопонимание*

**success** *успех*

**opposite** *напротив*

**make** *делать, заставлять*

**break** *прервать, нарушить*

**treat** *относиться к, обращаться с*

**greet** *приветствовать*

**making sure** *делая все необходимое для*

# A lecture delivered by a communication expert

- ▶ Actually, a lot of **research** is connected with the position of the seating. It is very important and can make a **success** or **failure** of the interview.

Patients feel less comfortable and **forthcoming** if they sit directly **opposite** the doctor across a desk. If they are sitting opposite each other but not across the desk, the patient feels more relaxed and more **forthcoming**.

The actual distance between a patient and a doctor is also important. A doctor should not be far from a patient as he couldn't hear him or her. And if the distance between a doctor and a patient is far, a patient **feels** you are not interested in his story. But at the same time, if the distance between a doctor and a patient is too short, a doctor can **make** a patient **feel threatened**. Chairs should be somewhere between 4-6 feet (~ 1.25 m - 1.85 m) in Britain and in the USA the distance may be 3 feet (90 cm - 1 m).

# Four main objectives of a doctor's initial contact (ex.7a, p. 17)

- ▶ Greet the patient and obtain his/her preferred form of address
- ▶ Introduce yourself and clarify your role
- ▶ Explain the purpose and agenda of the interview
- ▶ Obtain permission for special circumstances