

SECTION 1: INTRODUCTION TO COMMUNICATION

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SECTION 2: 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

UNIT 11: COMMUNICATING WITH THE ELDERLY

UNIT 12: COMMUNICATING WITH CHILDREN AND ADOLESCENTS

GROUP PROJECTS

AUDIO LESSONS

CERTIFICATION AND FINAL PRESENTATION