



## Good Practice. English in Medicine 2

Good Practice. English in Medicine 2 is a course for doctors and medical students who need to communicate with patients in English. The course is for upper-intermediate to advanced learners of English.

The course 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 sensitively handle a range of situations such as taking a patient history, breaking bad news, examining a patient and describing treatment options. It also prepares doctors for dealing with different types of patient, from children to the elderly.

With reference to numerous medical communication experts, and through exposure to authentic clinical scenarios, Good Practice. English in Medicine 2 demonstrates the impact of good communication on the doctor-patient relationship and enables students to become confident and effective practitioners in English.

B2 - C1

Upper Intermediate to Advanced  
65 hours course

## Course Contents

### Unit 1: Receiving the patient

Greeting patients and putting them at ease.  
Introducing yourself and your role.  
Asking the opening question and setting the agenda for the interview.

### Unit 2: The presenting complaint

Encouraging patients to express themselves in their own words.  
Taking an accurate history of the presenting complaint.  
Asking about the intensity and degree of pain.  
Using techniques such as facilitation, repetition and clarification.

### Unit 3: Past medical and family history

Requesting the patient's past medical history  
Discussing the family medical history.  
Taking effective notes during an interview.  
Writing an effective patient note.  
Summarising and structuring the interview.

### Unit 4: The social history and telephone consultations

Enquiring about the patient's social history.  
Employing good telephone etiquette.  
Ensuring an effective phone consultation.  
Summarising and checking information.

### Unit 5: Examining a patient

Preparing and reassuring the patient during a examination.  
Explaining examination procedures.  
Giving effective instructions in a patient-friendly manner.

### Unit 6: Giving results

Explaining results in a way that patients can understand and remember.  
Encouraging patients to express their fears and concerns.  
Explaining medical terminology to a patient.  
Giving a prognosis.

### Unit 7: Planning treatment and closing the interview

Explaining treatments to a patient.  
Discussing options.  
Describing benefits and side effects.  
Advising on lifestyle.  
Negotiating treatment.  
Closing the interview.

### Unit 8: Dealing with sensitive issues

Broaching sensitive issues without bias and remaining non-judgemental.  
Reading and responding to patient cues.  
Employing question techniques: CAGE.  
Writing concise and accurate notes.

Updating the patient note.

### Unit 9: Breaking bad news

Delivering bad news in a sensitive way.  
Reassuring a patient or relative.  
Showing empathy.

### Unit 10: Communicating with challenging patients

Encouraging a withdrawn patient to speak.  
Calming an aggressive or angry patient.  
Asserting your role as a doctor.

### Unit 11: Communicating with the elderly

Carrying out an effective interview with an elderly patient.  
Showing sensitivity and respect to an elderly patient.  
Communicating with depressed elderly patients.

### Unit 12: Communicating with children and adolescents

Establishing and developing rapport with a child.  
Reassuring a child.  
Gaining a child's consent to be examined.  
Explaining procedures to a child.  
Responding to a child's verbal cues.  
Communicating effectively with an adolescent

