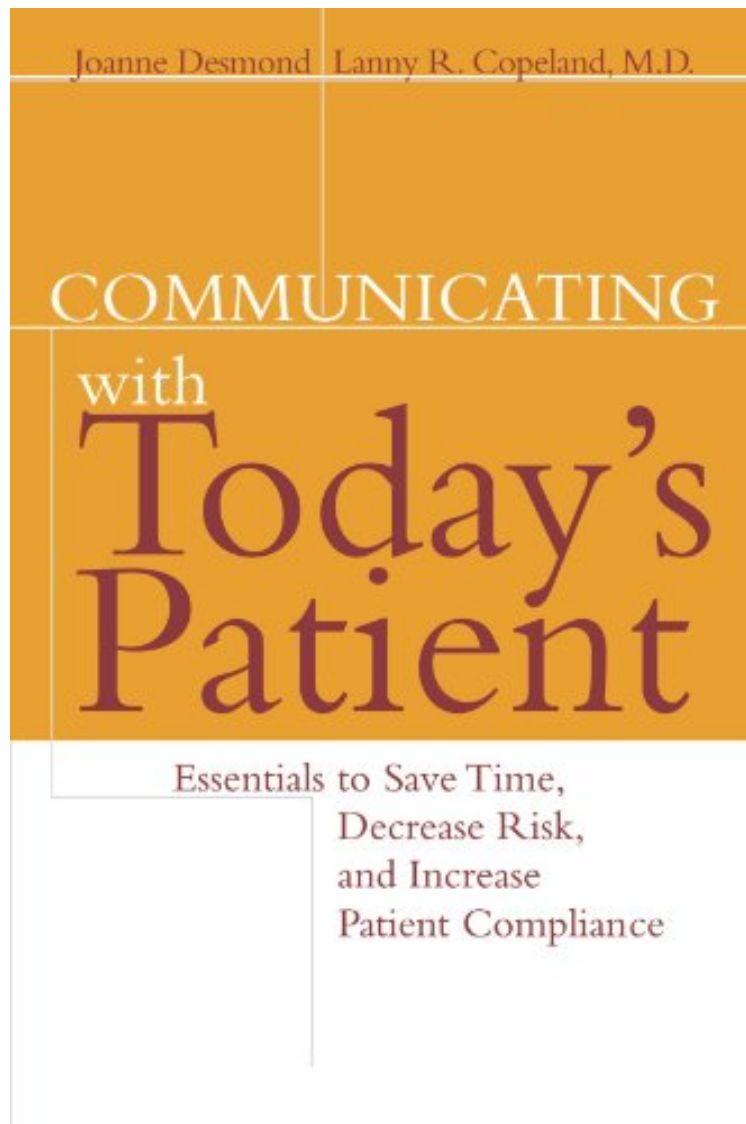


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Communicating with Today's Patient: Essentials to Save Time, Decrease Risk, and Increase Patient Compliance

Joanne Desmond, Lanny R. Copeland
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Drawing on the author's wealth of experience in health care communications and backed up by solid research, Communicating with Today's Patient is filled with proven techniques and time-tested strategies physicians and other clinicians can immediately put into action.

"As a resource, this book can be used time and again for doctors who struggle with the many challenges that prevent connecting with a patient, and in turn impede the healing process." Marilyn K. Yager, executive director, The Kenneth B. Schwartz Center "This stimulating guide presents old and new ways of communicating with patients, essential learning and relearning for all practitioners." --John D. Stoeckle, M.D., primary care physician, Massachusetts General Hospital and professor emeritus, Harvard Medical School "This book's concise, direct approach will enable physicians to communicate more effectively and efficiently with their patients-a must in today's managed care dominated healthcare environment." --Elizabeth M. Gallup, M.D., J.D., M.B.A., president, executive vice president, New Century Health, IPA "Having spent the last thirty years defending physicians and hospitals in medical malpractice cases, I say without hesitation that this book is a 'must read' for today's overworked and overstressed physician." --Maurice J. Garvey, J.D., defense malpractice attorney "Superbly practical. Each chapter contains pearls you can use today. Explores the important role poor communication plays in treatment failure. . . .Give[s] us practical ways to avoid misdiagnosis and improve compliance." --Kirk Strawn, M.D., director, Population Health Management, CIGNA HealthCare "The only book that applies the medical model to communication techniques. . . .This book will help physicians, nurses, indeed, all clinicians, communicate more efficiently with patients-and with everyone else in their lives, too!" --Margaret G. McMahon, training manager, CIGNA University "This handbook breaks through the friction and fog in so much health mis-communication. . . . The book gives us tools, good tips, and common sense. Desmond and Copeland don't waste your time, but alert you to listening skills, the vocal cues, the body language of the patient." --Brent Baker, dean and professor of communication, Boston University "As a resource, this book can be used time and again for doctors who struggle with the many challenges that prevent connecting with a patient, and in turn impede the healing process." --Marilyn K. Yager, executive director, The Kenneth B. Schwartz Center "This stimulating guide presents old and new ways of communicating with patients, essential learning and relearning for all practitioners." John D. Stoeckle, M.D., primary care physician, Massachusetts General Hospital and professor emeritus, Harvard Medical School "This book's concise, direct approach will enable physicians to communicate more effectively and efficiently with their patients-a must in today's managed care dominated healthcare environment." Elizabeth M. Gallup, M.D., J.D., M.B.A., president, executive vice president, New Century Health, IPA "Having spent the last thirty years defending physicians and hospitals in medical malpractice cases, I say without hesitation that this book is a 'must read' for today's overworked and overstressed physician." Maurice J. Garvey, J.D., defense malpractice attorney "Superbly practical. Each chapter contains pearls you can use today. Explores the important role poor communication plays in treatment failure. . . .Give[s] us practical ways to avoid misdiagnosis and improve compliance." Kirk Strawn, M.D., director, Population Health Management, CIGNA HealthCare "The only book that applies the medical model to communication techniques. . . .This book will help physicians, nurses, indeed, all clinicians, communicate more efficiently with patients-and with everyone else in their lives, too!" Margaret G. McMahon, training manager, CIGNA University "This handbook breaks through the friction and fog in so much health mis-communication. . . . The book gives us tools, good tips, and common sense. Desmond and Copeland don't waste your time, but alert you to listening skills, the vocal cues, the body language of the patient." Brent Baker, dean and professor of communication, Boston University "As a resource, this book can be used time and again for doctors who struggle with the many challenges that prevent connecting with a patient, and in turn impede the healing process." Marilyn K. Yager, executive director, The Kenneth B. Schwartz Center From the Inside Flap Step-by-step solutions to improve patient interactions and

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