



Communication Skills for the Health Care Professional: Concepts and Techniques

Gwen van Servellen

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This reference teaches the principles and concepts of communication relevant to patient-provider, family-provider, and provider-provider relationships. Intended to serve both as a hands-on reference for practitioners and a multidisciplinary text for students, *Communication Skills for the Health Care Professional* will help strengthen the skills necessary to: interview patients one-on-one, educate family members, coordinate care with fellow providers, help patients and families cope with crisis, ensure patient compliance with treatment regimens, manage difficult patients, and protect confidentiality and informed consent. The glossary defines over 100 words and terms essential to the field of communication.

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