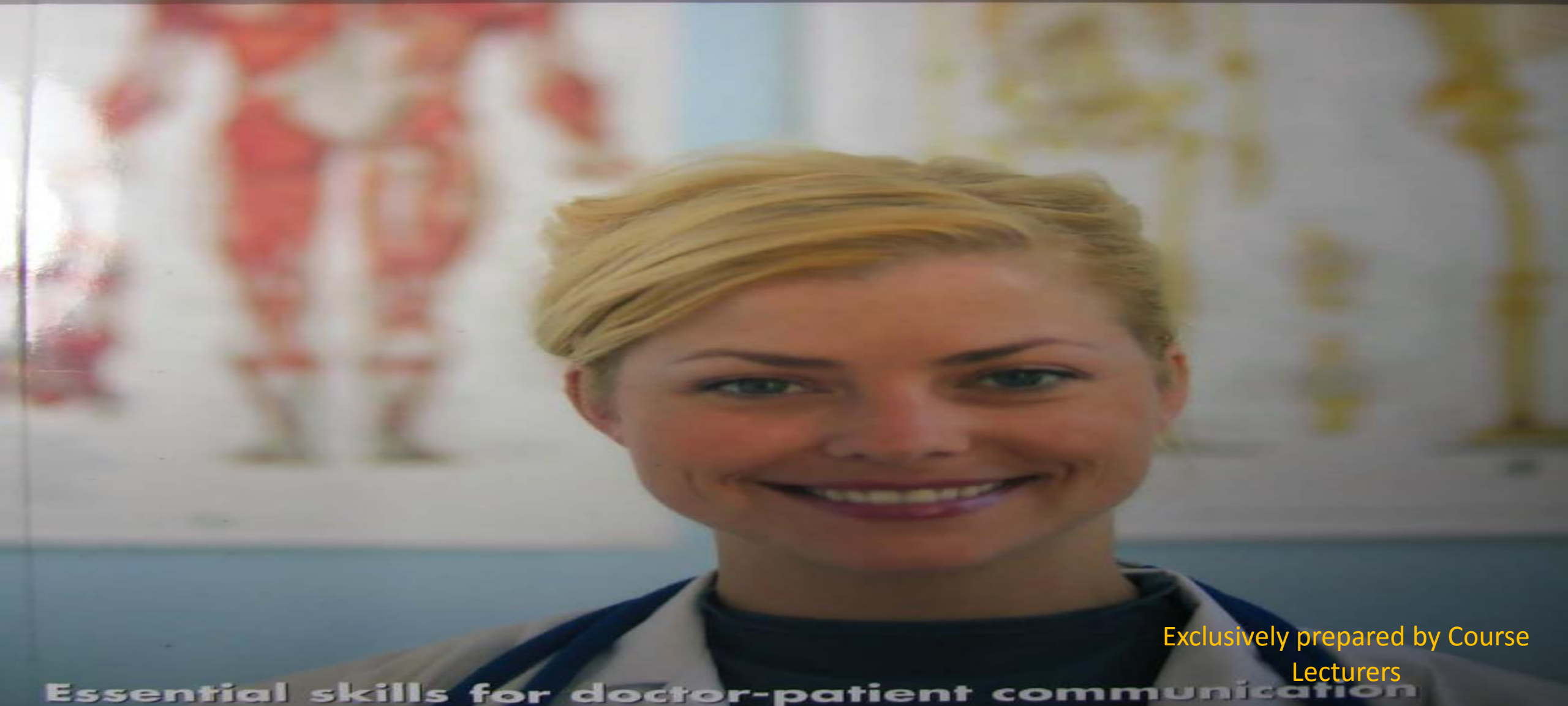


MEDICINE ①

Sam McCarter



Exclusively prepared by Course
Lecturers

Essential skills for doctor-patient communication

It's my job

- 1 Before you read the text about Dr Henderson, a cardiologist, discuss with a partner what you think being a cardiologist involves.

Dr Gillian Henderson

My name is Dr Henderson. I'm a cardiologist at a London hospital. The highly trained team of which I am part deals with the diagnosis, investigation, and treatment of patients with all forms of heart disease, including cardiac transplantation and some sorts of vascular disease.

None of our work would be possible without the support of other people in the hospital team – the triage nurses, the receptionists, and so on. Their work is vital to the smooth running of the department. When patients arrive for the first time, personal information is taken: name, address, telephone numbers, next of kin for contact in case of emergency, and other information such as their GP's name and address, their NHS number, and their unique hospital number.

We deal with a large catchment area and also deal with referrals from outside the area, tourists, visitors to A&E, private patients, and so on, so the potential for confusion is great unless the data that are taken are accurate and the systems secure.

At various stages of patients' contact with the hospital, information is checked to make sure it is correct and that the patients can confirm their identity. For example, on arrival at a clinic patients might be asked their GP's name or part of their telephone number, for example the last three numbers.

Then during the consultation a nurse or a doctor might also ask their date of birth. All this is for the benefit of the patient to ensure the hospital team does not make mistakes and people do not use patients' details fraudulently.

We can then turn to dealing with the patients' treatment in safety.



2 All of the statements below are true. Find information in the text to support each statement.

- 1 Dr Henderson's team is very skilled.
- 2 The work of her team depends on the support of other people.
- 3 Details about the closest relative are taken from patients.
- 4 Patients have two numbers (other than their phone number) on their hospital records.
- 5 The data collected need to be accurate.
- 6 Checks are carried out to make sure patients are who they say they are.

Listening 3

A presenting complaint



Pulse 100/min 100 beats per minute

BP: 100/70 mm/Hg blood pressure
millimetres of mercury

JVP Not elevated jugular venous pressure

CVS NAD cardiovascular system
no abnormality detected

O/E on examination

*Widespread early inspiratory fine crepitations
audible*

abdomen - normal

CNS - NAD central nervous system

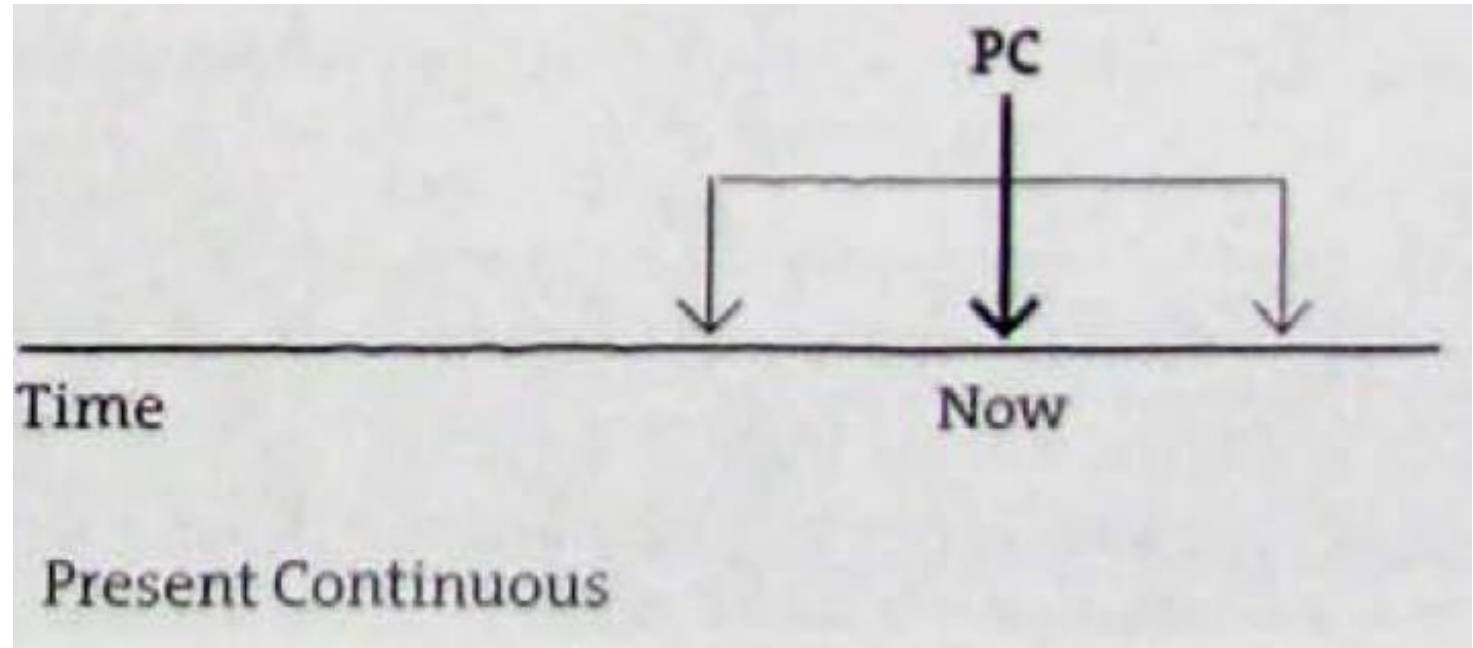
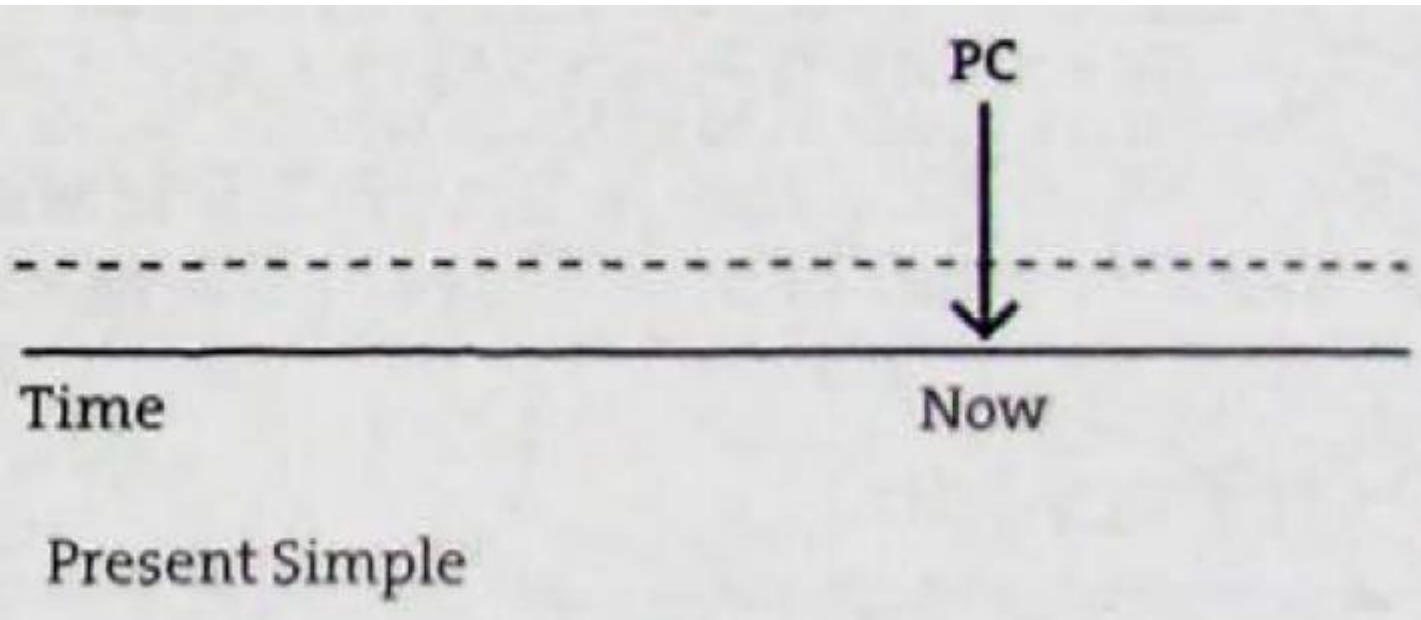
Speaking

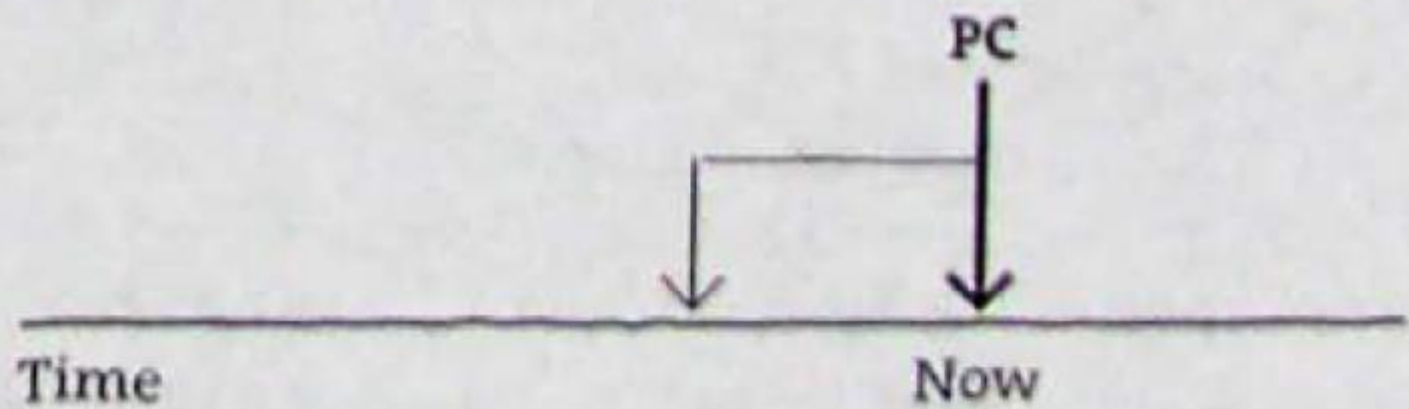
- 1 Discuss the signs above.
- 2 Discuss the correct diagnosis for the shoulder pain. angina
- 3 Decide what the diagnosis was on arrival at the hospital.
Angina or myocardial infarction
- 4 Outline your immediate treatment.
administration of aspirin and oxygen; pain relief

Language spot

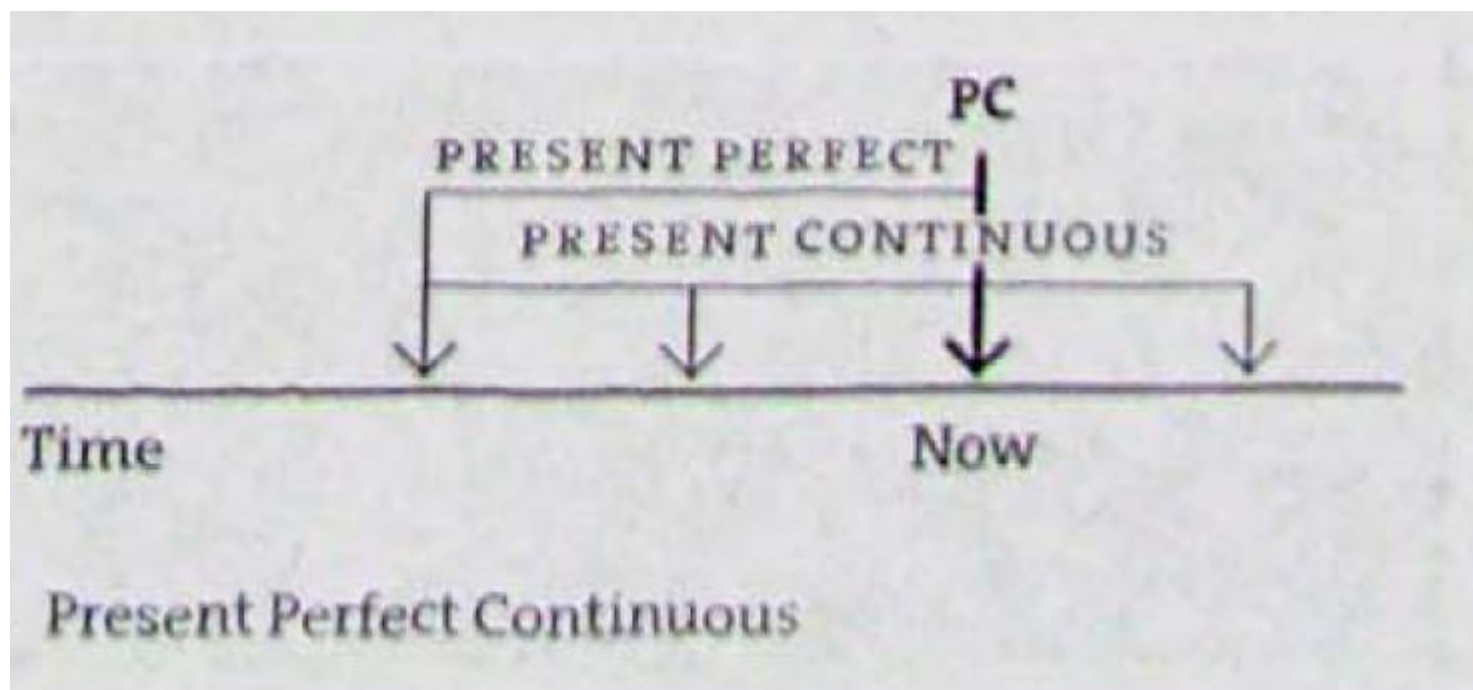
Tenses in the presenting complaint

- Understanding the time patients are referring to when they speak is crucial to making a correct diagnosis. You should be very comfortable understanding the difference between the Present Simple, Present Continuous, Present Perfect, and Present Perfect Continuous.





3 Present Perfect



1 Decide whether each sentence a–i relates to the time shown in diagrams 1, 2, 3, or 4 below.

PC = Presenting complaint

- a 1 I've got a headache.
- b 4 I've been having this shooting pain in my leg.
- c 1 I keep getting these flashing lights around my eyes and a sharp pain.
- d 4 I have been having these terrible backaches.
- e 1 The pain goes right through you.
- f 4 Have you been having any pain?
- g 2 I'm getting these headaches off and on now.
- h 2 I'm not taking anything for them.
- i 3 The attacks have increased.

2 Work in pairs. Complete the sentences below with the correct form of the verb. If more than one tense is possible, explain the difference.

- | | |
|---|------------------------------------|
| 1 My mother _____ (have) these pains since last Tuesday. She still has them. | has been having |
| 2 _____ (you normally go) for a run at the same time every day? | Do you normally go |
| 3 The pain _____ (ease) a little since yesterday. It's better now. | has eased |
| 4 I _____ (lie) in bed for four weeks now. I haven't been out of it once, doctor. | have been lying |
| 5 I can see the rash _____ (get worse). It's much redder. | is getting/ has been getting worse |
| 6 I _____ (not take) any medication at the moment. | am not taking |
| 7 _____ (pain spread) to your shoulder or is it just here? | Has/Does the pain spread |

Speaking



sharp pain in the right side;
makes me double up;
never had it before;
feeling sick; side very
tender to touch;
only thing relieves
it is bending knees
to chest



pain just above belly button; goes
through to back; makes me double up;
worse after a fatty meal; drink
a lot (alcohol); sharp pain;
had it several times before;
pain there all the time;
came on after dinner
last night





Culture project

Being aware of your own body language and the body language of your patients will help you in taking a history.



1 Find a picture a–c to match each description of body language 1–7.

- 1 a The doctor is not sure about what he is saying.
- 2 a, b, c The patient is not comfortable or at ease.
- 3 The patient is angry.
- 4 The doctor is bored and unsympathetic.
- 5 The doctor is showing interest and inviting the patient to continue speaking.
- 6 The patient doesn't understand what the doctor is saying.
- 7 The doctor and patient aren't communicating.

Writing

A case report

- 1 Complete the extract from the case report written by Dr Martin after the consultation with Mr Wood on page 8. Insert the verbs in the correct form into the appropriate blank space.

present have be smoke
be work radiate

A 49-year-old man presented¹ in A & E with chest pain. He had had the pain for 3 hours prior to arrival. The pain was² in the centre of his chest and radiated³ to his left shoulder.

He had⁴ a history of chest pain on exercise, which has been present for the previous six months.

He smoked⁵ approximately 20 cigarettes a day and was⁶ teetotal. He has been prescribed aspirin, B-blockers for the previous two years, and a GTN spray to use as required, which is two to three times per week. His father died of a myocardial infarction aged 65. He worked⁷ as a gallery attendant.

Glyceryl trinitrate (GTN) is a **spray** used to relieve angina (chest pain).

Thanks for your attention. I
hope you have enjoyed
studying on these slides.