



Yong Loo Lin School of Medicine

Medical Education Unit (MEU)
NUS Yong Loo Lin School of Medicine
National University Health System

promoting professionalism & excellence in
medical education



6th SMEC Workshop on: PSYCHIATRY (1)

**21 August 2010 (Saturday), 11.20am-1.00pm
Lecture Theatre 28**

Therapeutic Communication with Patients & Relatives:

Communication with patients and relatives are important skills which medical students, doctors and other medical staff must acquire early in their training. In every hospital and clinic, medical students, doctors and nurses struggle daily in various encounters with patients and their families over communication gaps, misperceptions and misunderstanding.

Common encounters include handling patients (usual but not exclusive to addiction & psychiatry) who present themselves in various Medical & Surgical Settings, Clinics and at the Emergency rooms. Various strategies will be highlighted on ways to communicate diagnosis, investigations, treatment plans, medications, prognosis and relapse prevention more effectively and tactfully.

Patients and relatives are often highly anxious, can be demanding, irritable and quick to blame staff when things go awry. Understanding communication needs and strategies will help medical students, doctors and medical staff focus on useful skills in communication to discern underlying needs, allay anxiety and establish rapport in a professional, yet caring way.

Benefits include better therapeutic relationship with patients, improved relationship among medical and administrative staff, reduction of complaints, and service recovery time. In the long term, these will also help to minimise unnecessary stress and reduce potentially litigious attitudes of patients & their families. In this way, the physical and mental well-being of our medical professionals can be as safe, rewarding and fulfilling as it should rightly be given the many years it takes to grow and groom a doctor or a nurse.

Facilitator

Dr Arthur Lee
Senior Consultant
Raffles Counselling Centre
Raffles Hospital

**Registration is on a
first-come-first-served basis.**

**Closing date of registration:
13th August 2010**