

Communication Methods and Charting

What is the most important thing to do when communicating with a patient or doctor?	Listen carefully
Good listening skills include...	Facing the person Having good eye contact Leaning toward the person Responding to the person Paraphrasing Clarifying Remaining silent (sometimes nothing needs to be said)
Paraphrasing	Restating the person's message into ones own words
Clarifying	Lets one make sure the message is understude
Kinesics	The study of nonverbal communication
Kinesic Slip	When Verbal and Nonverbal messages do not match
Zones of comfort	Intimate space(18 inches or closer) Personal space(18 in. to 4ft) Social space(4ft to 12ft) Public space(12ft or more)
Steps for proper telephone etiquette:	1. Answer the telephone promptly and kindly 2. Never allow an angry caller to upset you; remain calm 3. Speak clearly and concisely

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Medical Law & Ethics

Ethics	The knowledge of what is right conduct versus wrong conduct
Tort	A wrong committed against a person or the person's property. Torts may be intentional or unintentional.
Negligence	Unintentional wrong
Malpractice	Negligence by a professional person(unintentional)
Intentional tort	An act that is meant to be harmful
Defamation	Injuring a person's name and reputation by making false statements to a third person
Libel	Making false statements in print, writing or through pictures
Slander	Making false statements orally
Invasion of pricacy	Violating a person's right not to have his or her private affairs exposed
Fraud	Saying or doing something to trick,fool or deceive a person
Assault	intentionally attempting to touch or threaten a person's body without their consent
Battery	Touching a person's body without their consent
Informed consent	When the person clearly understands what is going to be done
If you suspect any type of abuse, what should you do?	Share/report your concerns to the RN or Physician immediately



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Steps for proper telephone etiquette:

1. Answer the telephone promptly and kindly | 2. Never allow an angry caller to upset you; remain calm | 3. Speak clearly and concisely | 4. Be sure to ask the caller's permission before placing them on hold

E-Mail Etiquette includes:



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