



## Patient-Centered Communication

The Seven Keys to Connecting with Patients

Author : Moreno

Date :

Edition : 1

Illustrations : 29

Pages : 108

ISBN : 9781684201839

Price : \$34.99

### Description

***A practical resource that provides keys to improved patient-provider communication in healthcare***

*"Engages its readers not only on an intellectual level but also on an emotional one.... This is a must read for everyone in the healthcare field and also for those involved in any form of caregiving. Natacha has written an inspiring book!"*

George Kohlrieser, PhD, Distinguished Professor of Leadership and Organizational Behavior

*Patient-Centered Communication: The Seven Keys to Connecting with Patients* by Natacha J. Moreno supports and enhances caring communication and empathetic dialogue between providers and patients, an extremely important topic that exemplifies excellence in medical practice. The book focuses on seven essential components which form the foundation of compassionate communication. These are mindfulness, intention to bond, positive body language, empathetic vocal tone, attending to the patient's state and perspective, and listening with the heart and mind. The chapters provide instruction on effective verbal and nonverbal skills that support each vital key to connection.

#### **Key Highlights**

- ▶ Opening vignettes provide a practical example of each chapter's topic in practice
- ▶ *Imagine This* and *Take Action* boxes stimulate thinking, motivate action, and provide an opportunity to apply knowledge and communication skills
- ▶ Videos demonstrate how to nonverbally reflect engagement, openness, kindness, and compassion, and also provide positive and negative examples of tone and vocal style

This highly compelling and inspirational book is an essential read for all healthcare professionals and caregivers, and serves as a vital teaching guide.

This book includes complimentary access to a digital copy on <https://medone.thieme.com>.

