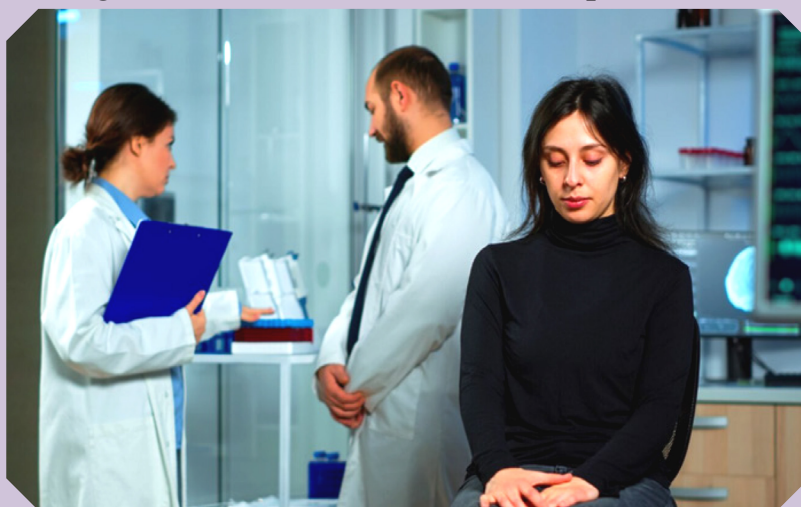


## 1. READING Communication in the work of medical professionals

Business communication plays a huge role in people's lives. Success in various fields depends on our ability to communicate professionally, and medicine is no exception. Even in ancient times, Hippocrates established a tradition of formally establishing the norms of medical ethics.

Each area of medicine has its own specific communication features. However, one of the main aspects is the attitude towards patients. Doctors and nurses should be discreet and polite when interacting with patients. Some things are unacceptable: excessive intimacy and informality, coldness, rudeness and lack of emotion, as well as discussing the diagnosis and treatment of the patient in his presence or expressing doubts about their correctness. The ability to communicate correctly with patients establishes psychological contact with them and helps in more accurate diagnosis. Mutual trust between the patient and the medical professional allows to obtain more complete and reliable information about the patient's well-being.



However, communication in medicine is not limited to interactions with patients. Medical professionals must also be able to communicate effectively with colleagues

to share information, consult, and make shared decisions. Communication within the healthcare team is an integral part of successful treatment and delivery of quality healthcare. In today's world, with the development of technology, communication in medicine also includes the use of electronic means of communication such as email, telephone consultations and video conferencing. This



allows doctors and patients to stay connected, especially when they are far apart or have limited mobility.

Thus, the ability to communicate well with patients and colleagues helps doctors achieve better diagnostic and treatment results, and also creates trusting relationships that contribute to more effective medical care.

- Business communication – деловое общение
- Descreet – сдержанный, осторожный, осмотрительный
- Excessive – чрезмерный, избыточный
- Diagnosis – диагноз
- In the presence of – в присутствии, при наличии
- Mutural trust – взаимное доверие
- Reliable information – достоверная информация
- Integral part – неотъемлемая часть, Важная роль
- Limited mobility – ограниченная подвижность
- Contribute – способствовать, содействовать

## PROJECT

The author said that each area of medicine has its own specific communication features. Choose a specific area of medicine (pediatrics, dentistry, obstetrics, etc.) and think about what features of interaction with patients can be identified in your chosen area of medicine.

- Choose a specific area of medicine that interests you or that you intend to study as a major.
- Think about what feelings a patient might experience when coming for a consultation or treatment with a doctor of his chosen specialty.
- Remember whether you or your friends had any unpleasant situations associated with inappropriate communication between doctors in this field of medicine. Tell us what mistakes medical workers made.
- Think and describe how medical workers should behave to make the patient feel comfortable.

## DISCUSSION

1. What mistakes do healthcare workers make when communicating with patients?
2. Do you think it is advisable to use electronic means of communication when consulting/diagnosing patients?
3. How is business communication between medical professionals useful?