

### Advanced ConverStages 善道道學 Class 3 Summary



## SSS Review CS1 (Ver 4)



#### Key Skills...

# Connecting



## SSS Review CS1 (Ver 2)





# Goodbye facebook Hello Mewe

### mewe.com/p/excelcentre



# Review CS2 Class 3



#### Verbal Indicators: Physical Non-Here

Verbal 3kz ... Intempt ... FFR \$ [2 ff] Miss... 我已刻到 (Non-Verbal) # Elf. - 3 Lift 2: 15-56 tonelles, bal



#### **Non-Verbal Indicators:** Physical Non-Here

NN. Z.T. How the Away ... J. R. S. (4) (143) 433 Flostere ... H. Z. S. Fr (here) 5人为了Boston ~~ 不好教堂。而在李浩的 ···· 劳托姓



#### 在/不在...





#### Emotional 在...







心→腦>心←腦

thalamus Attention Miliratim Vagues Neive Remulim A>D  $\mathcal{C}$ Emotions



### **Gather Information**

- Survey Patient's Reason for the 
  Visit
  佢講佢在
  - Start with open-ended questions
  - Invite patient to tell the story chronologically ("Why don't you start from the beginning of your illness")
  - Allow the patient to talk with **minimal interruptions**.
  - Actively listen Encourage completion of the statement of all of patient's concerns through verbal and nonverbal encouragement ( "tell me more", "anything else?", lean forward )
  - Summarize what you heard. Check for understanding. Invite more ("Anything more?") 我聽我在

• Determine the Patient's Chief Concern

- Ask close-ended questions that are non-leading and one at a time
- Define the concern completely
- Complete the Patient's Medical Database
  - Obtain past medical and family history
  - Elicit pertinent psychosocial data
  - Summarize what you heard and how you understand it, check for accuracy

你我同在

1442 = 74 - Ne



### Elicit and Understand Patient's Perspective

- Ask the patient's idea about illness or problem
- Ask what patient's expectations for the visit are
- Explore beliefs, concerns and expectations
- Ask about family, community, and religious or spiritual beliefs and values
- Acknowledge and respond to patient's concerns, and non verbal cues 證明
- Acknowledge frustrations / challenges / progress (wait time, uncertainty)





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### 2021年Q2課程預告:











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