

PHCL 455 - COMMUNICATION SKILLS IN PHARMACY PRACTICE. (2+0)

Prereq: PHCL 472

Course Description

The course emphasizes the most important communication skills to enable the student to play a vital role in patient education to improve the patient understanding and compliance.

Course Objectives

This course is designed to:

1. Teach the student the principles of communication skills in pharmacy practice.
2. Teach the student the basic steps for patient counseling and education.

Course Contents

	<u>Allocated</u> hours
1. Introduction, principles and elements of interpersonal communication.	1
2. Communication interferences and barriers	1
3. Requirements for interpersonal communication.	2
4. Listening skills.	2
5. Patient evaluation.	2
6. Collection, organization and presentation of drug information to patient.	2
7. Patient interview	3
8. Effective telephone communication	2
9. Interpersonal persuasion	2
10. Assertiveness	2
11. Patient education and counseling	3
12. Presentations	4
Exams.	2

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