


Communication in the Nursing Profession

English Training Program for Nurses: A Preview



**When a patient
arrives at the
hospital, how do
you greet him/her?**

Greeting and Comforting Patients

Why are you here?!

How may I help you?

You should've come earlier!

I need to know more information.

I don't know if we can still do anything about it.

Please calm down. We will try our best to help you.



Greeting and Comforting Patients

Tone and Diction

Tone

– the attitude or feeling that a person's words express

Diction

– the person's choice or selection of words

Why are you here?!

How may I help you?

You should've come earlier!

I need to know more information.

I don't know if we can still do anything about it.

Please calm down. We will try our best to help you.



Greeting and Comforting Patients

Common Expressions

Common Greetings

- Hello, I am Ella. I will be your nurse for today. How may I help you?
- Please calm down. We will try our best to help you.
- To further assist you, I need to ask you some questions.
- Hello, I'll be with you in a minute.



Comforting Patients and Relatives

- Hello, I am Ella. I am a nurse. I understand that this is difficult for you, but you need to calm down and we will try our best to help you.
- I am very sorry that that happened.
- If you need any clarification, please don't hesitate to approach the nurses' station.



Comforting Patients and Relatives

- What happened?
- I am so sorry to hear that.
- That's too bad.
- We are doing the best that we can.



Let us
practice!



Greeting and Comforting Patients

Idiomatic Expressions

Idiomatic expressions or idioms

– a phrase, saying or a group of words that has a metaphorical (not literal) meaning, which has become accepted in common usage



Common idioms

- **alive and kicking** - to be well and healthy
ex. My aunt is *alive and kicking* at 90 years old.
- **as fit as a fiddle** - to be healthy and physically fit
ex. Her grandfather is *as fit as a fiddle* at 87 years old.
- **as pale as a ghost** - extremely pale
ex. I was *as pale as a ghost* when I entered the hospital.
- **at death's door** - very near death
ex. The sales manager was *at death's door* after his heart attack.
- **back on one's feet** - physically healthy again
ex. My mother is *back on her feet* after being sick for two weeks.



Common idioms

- **bitter pill to swallow** - an unpleasant one must accept

ex. Losing the election was a *bitter pill to swallow* for the candidate.

- **black-and-blue** - bruised, showing signs of having been physically harmed

ex. My arm was *black-and-blue* after falling down the stairs.

- **die a natural death** - to die by disease or of old age and not by an accident or by violence

ex. My grandfather was very old and he *died a natural death*.

- **go under the knife** - to have an operation in surgery

ex. The woman *went under the knife* at the hospital last evening.



Common idioms

- **have one foot in the grave** - to be near death (usually because of old age or illness)

ex. My uncle is very sick and has one foot in the grave.

- **nothing but skin and bones** - to be very thin or emaciated

ex. The young man was nothing but skin and bones when he returned from the long camping trip.

- **an ounce of prevention is worth a pound of cure** - it is easier to prevent something bad than to deal with the results

ex. An ounce of prevention is worth a pound of cure and I decided to stay home and rest rather than go out in the cold with my sore throat.

- **pass away** - to die

ex. The man's father passed away when he was 96 years old.



Common idioms

- **rub salt in (someone's) wound** - to deliberately make someone's unhappiness or shame or misfortune worse

ex. My supervisor rubbed salt in my wound when he continued to criticize me for my mistake.

- **run in the family** - to be a common family characteristic

ex. The serious illness runs in the family of my friend.

- **splitting headache** - a severe headache

ex. I have been suffering from a splitting headache all morning.

- **under the weather** - not feeling well

ex. My boss has been under the weather all week and has not come to work during that time.



Greeting and Comforting Patients

Intercultural Communication



DO'S AND DON'TS IN ENGLISH COMMUNICATION

- Look at the person who's talking to you and nod as you listen
- Keep your devices away when someone is talking
- Use the correct facial expressions
- Maintain eye contact when you are talking to someone
- Avoid using double negatives.
- Ask questions for clarification.
- Practice with an English speaker
- Learn new English words

Interviewing and Asking Questions

Dialogue 1

A patient is walking towards the reception area.

Nurse: Good morning. May I help you?

Patient: Yes, I have an appointment with Dr. Taylor. Nurse: Have you seen the doctor

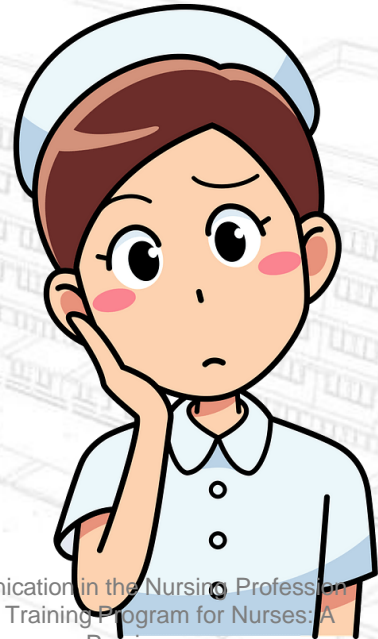
before?

Patient: No. This is my first appointment with Dr. Taylor.

Nurse: What's your name? Patient: Debby Johnson.

Nurse: All right, Debby. Would you fill out this form first?

Patient: Okay. Thanks.



Dialogue 2

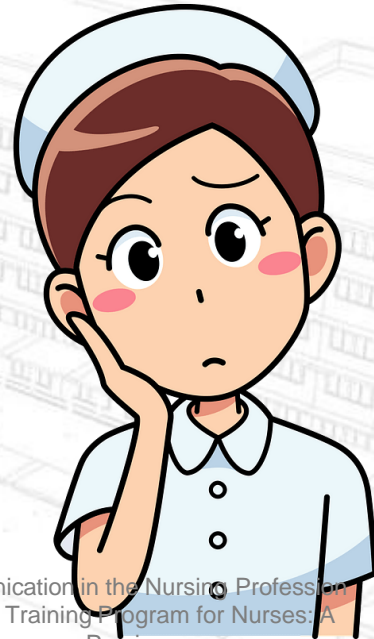
The nurse is on the phone when a patient enters the reception area.

Nurse: Hello, I'll be with you in just a minute...
Can I help you?

Patient: Is this Dr. Taylor's office?

Nurse: That's right. Do you have an appointment?
Patient: Well, this is my son, Alex Jones. He has an appointment.

Nurse: I see. Could you fill out this form first?
Patient: Sure.

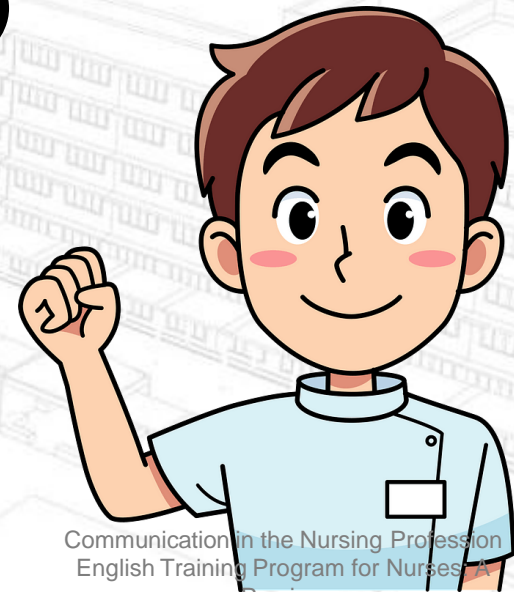


Interviewing and Asking Questions

Interrogative Sentences

Interrogative Sentences

- sentences that ask a **question** or **ask for information**
- ends with a **question mark (?)**



Yes/No Questions Structure

Yes/No questions are basic questions in English. The answer is yes or no.

Yes/No Questions with DO (do, does)

Structure

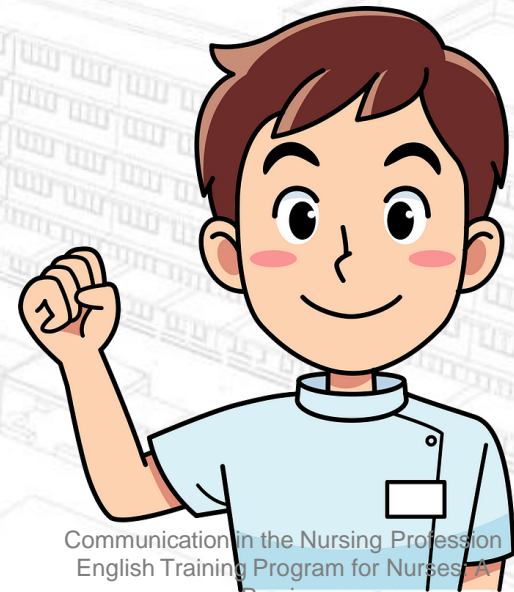
DO/DOES + SUBJECT + VERB

Examples:

Do you have diabetes?

*Do you
smoke? Does
she drink?*

Does he take his medication?



Yes/No Questions Structure

Yes/No questions are basic questions in English. **The answer is yes or no.**

Yes/No Questions with BE (is, are, am)

Structure

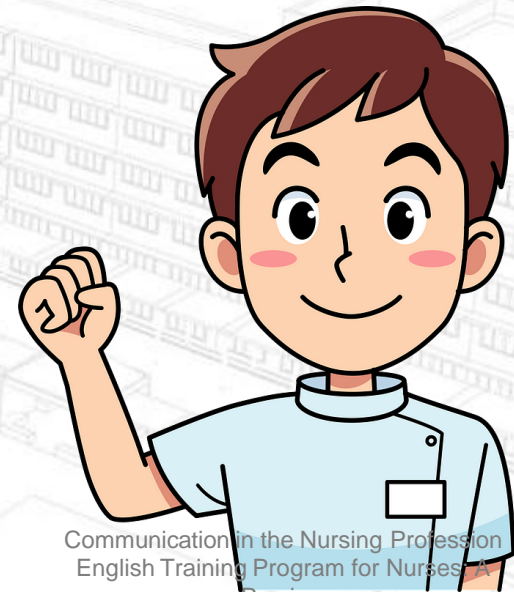
BE + SUBJECT + Adjective/Noun

Questions with Be only go with an adjective or noun. This is because be is a verb, so you do not need another verb.

Examples

Are you a nurse? Is she the patient?

Are they involved in the accident? Is he taking his medicine?



Yes/No Questions Structure

Yes/No questions are basic questions in English. **The answer is yes or no.**

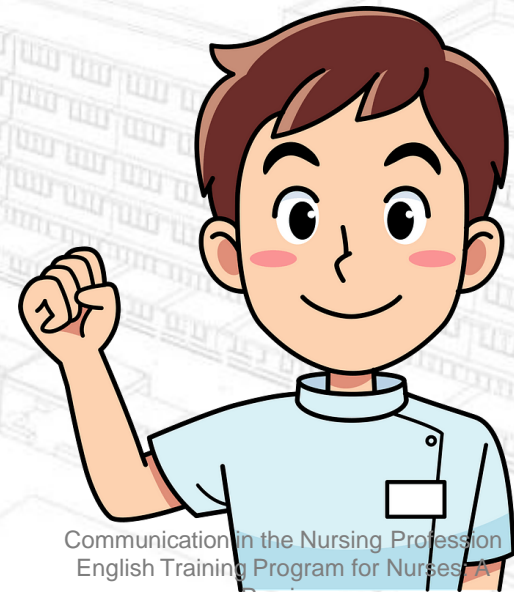
What is the difference between questions with do and be?

The important difference is if the sentence has a verb or not.

If it has a verb, use **do** or **does**: Do you **live** in France?

Does she **like** hockey?

If it does not have a verb, use **be**: Are you happy?
Is she tall?



WH- questions

Who...?

person

What...?

thing or event

Where...?

place

When...?

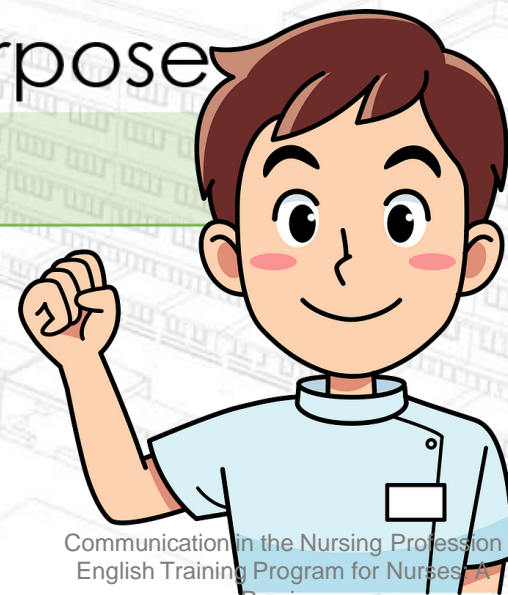
time and date

Why...?

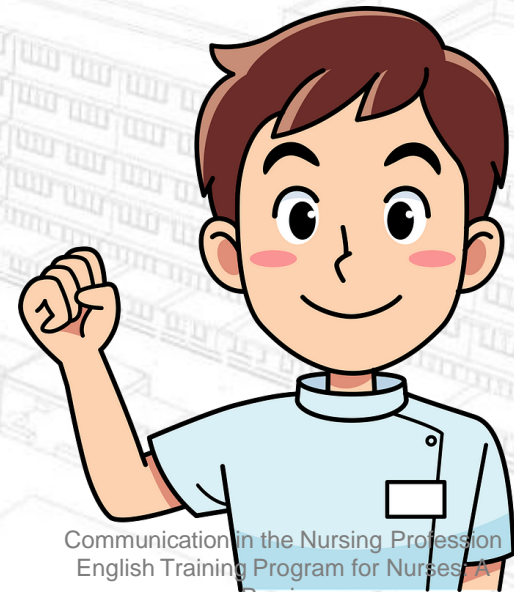
reason or purpose

How...?

means



Who is the patient?
What was the patient
doing?
When did it happen?
Where was the
patient? **Why** did it
happen?
How did it happen?



WH Questions Structure

WH questions in the simple present use “do” or “be”.

Do

WH + DO/DOES + SUBJECT VERB

Look at some examples:

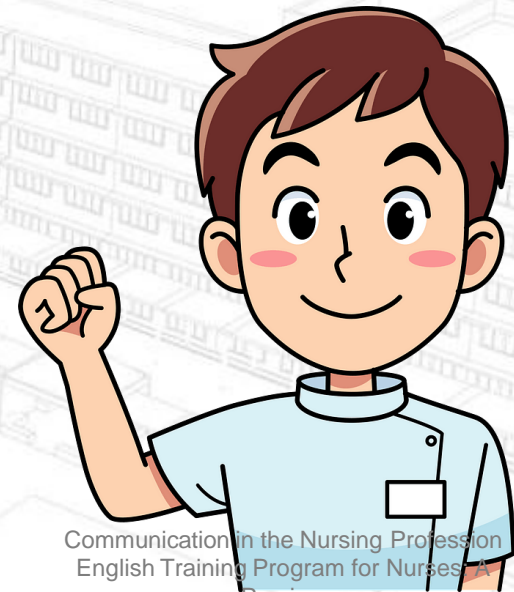
Where does it hurt?

When does she wake up?

Who does he call for

Emergency services?

did.



WH Questions Structure

WH questions in the simple present use “do” or “be”.

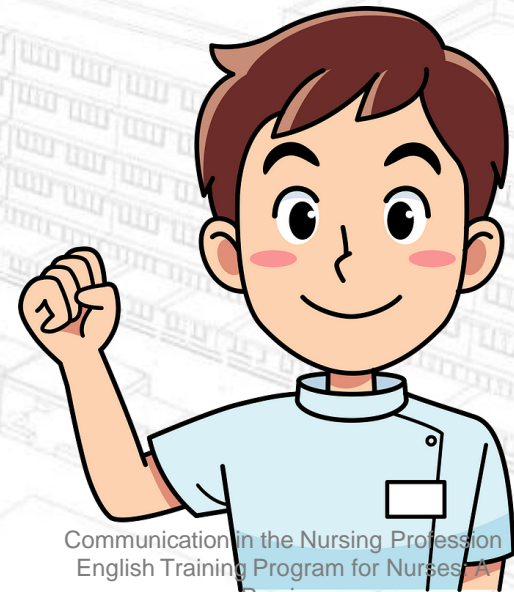
Be

WH + BE + SUBJECT

Here are the examples:

Where are you from? Who is with you?

When is my next appointment?



Interviewing and Asking Questions

Appropriate
Backchannels

- **Facial Expressions** - The particular look on a person's face and movements of the person's head provide reliable cues as to approval, disapproval, or disbelief. Eye contact is a strong nonverbal cue that serves some functions in communication (Hickson, 2010)
- **Proxemics** - is the way people perceive and use space, including seating arrangements, physical space, and conversational distance (personal space).
- **Gestures** - a gesture is a form of non-verbal communication in which visible bodily actions communicate particular messages.
- **Touching** - a powerful vehicle for conveying such emotions as warmth, comfort, agreement, approval, reassurance, and physical attraction.
- **Paralanguage** - consists of variations in speech, such as voice quality, volume, tempo, pitch, non-fluencies (for example, uh, um, ah), laughing, yawning, and the like.
- **Chronemics** - concerned with the use of time, such as being late or early, keeping others waiting, and other relationships between time and status



Scenario: A patient enters the emergency room. Interview the patient. Know her basic information and her brief medical history.

Patient: Please help me.

Nurse: How may I help you?

Patient: I am experiencing abdominal pain.

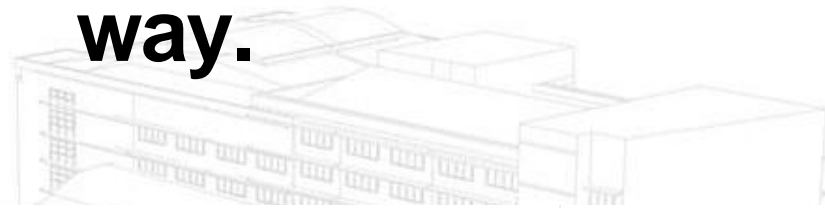
Nurse: Okay, please stay calm. We will try to help you as best as we can. Are you willing to answer some questions? Patient: Yes.

Nurse: Okay, please fill out this information sheet...

*Continue the conversation. Ask for basic information like name, age, and previous activity or medical history that may have lead to causing her **abdominal pain**.*



Being kind goes a long way.



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