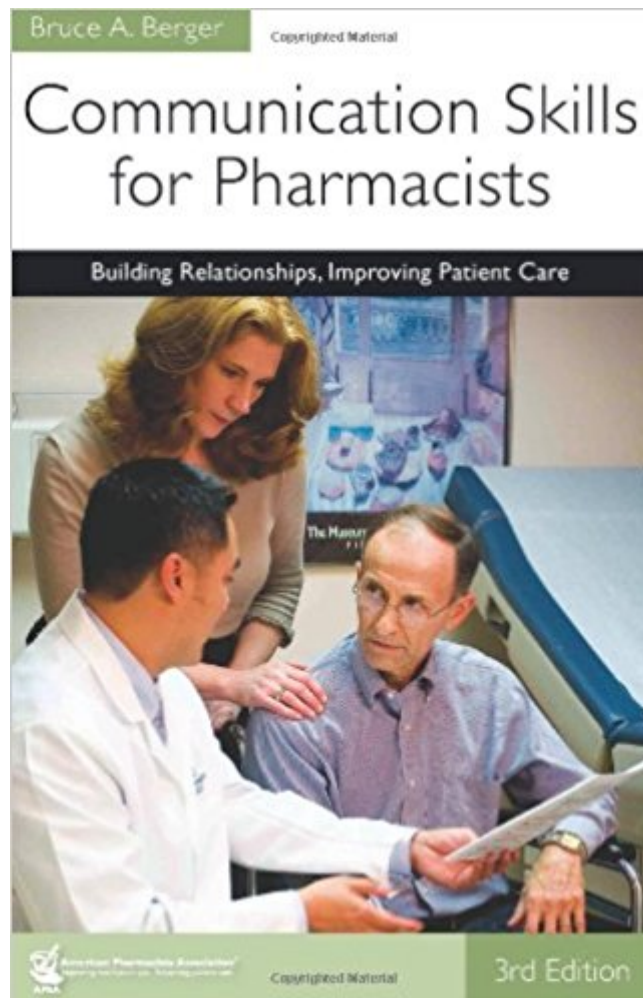




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# Communication Skills For Pharmacists: Building Relationships, Improving Patient Care



## Synopsis

Communication Skills for Pharmacists: Building Relationships, Improving Patient Care, 3rd edition, includes new material that will help student pharmacists and practicing pharmacists develop the communication skills they need for providing high-quality care. Key Features: The 15 chapters from the 2nd edition cover key communication skills for pharmacists: listening and empathic responding, supportive communication, persuasive communication, assertiveness, management of conflicts, help for patients to accept the behavior changes needed to manage their illness, and ways to become culturally competent to provide quality care for all patients. A new chapter tells how to communicate about sensitive topics that patients may find difficult to discuss because of embarrassment, cultural beliefs, or fear of social stigma. Another new chapter describes how limited literacy or limited health literacy can affect patient outcomes and how pharmacists can identify and help overcome such limitations in their patients. Expansion of the chapter on managing change emphasizes the use of motivational interviewing. Dozens of examples share good and bad pharmacist patient and pharmacist physician dialogues. Guidelines tell how to contact, build rapport with, and discuss drug-related problems with a physician. Questions are placed for reflection at the end of each chapter. Available on Pharmacy Library.

## Book Information

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## Customer Reviews

This all around guide to effective counseling features useful tips and suggestions for improving patient care through effective communication, and questions for reflection at the end of each

chapter. --Matthew Perri, PhD University of Georgia College of Pharmacy American Journal of Pharmaceutical Education, 2006; 70 (1) Article 12Overall the book would be valuable to practicing pharmacists, as well as useful for students, to help them develop good relationships both personally and professionally. --The Journal of Pharmacy TechnologyThis is a well-written and easy-to-read book, not only for pharmacy technicians already in practice seeking advancement, but also for pharmacy students who will begin intern positions. --Patrick McDonnell, PharmD, Temple University School of Pharmacy

Bruce A. Berger, PhD, is professor emeritus, Harrison School of Pharmacy, Auburn University and president of Berger Consulting, LLC in Auburn, Alabama. He is co-developer of comMIT (Comprehensive Motivational Interviewing Training).

This book gives practice oriented knowledge about communication for pharmacists. It is well written, with a good mix of theory and practice. A lot of examples (role plays) help to understand how things can go wrong and how to fix them. The vision behind it, based on the true values of pharmaceutical care, is the perfect starting point to develop patient oriented communication techniques. It's about humans, not pills!

An excellent book. A bit difficult i.e. not for beginners but easily understand if you have been involved in communications.

Book was in good condition as promised

Just like brand new!

This company got me my stuff quick and it was easy. The book was in good shape and I have no complaints.

great

The book is good guide for students in pharmacy or someone seeking to enter into the field but basically the book is a huge guide in common sense. Everything in the book is common sense and provides tons of examples for all the lessons taught in each of the chapters. And all the chapters are

designed to complement what is previously taught on the earlier chapters.

The information in this book is not at all practical in an actual pharmacy. The author seems to advise using extensive, drawn-out conversations that take far too much time to be used in real pharmacy settings. These ideas sound promising in theory but can not be applied in the real world. It seems as if his only experience may be in the confines of a university building and not with real patients. Do not waste money on this item.

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