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介購單位：圖書館

**書名：**The doctor's communication handbook

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**內容簡介：** This bestselling title has established itself as the ultimate guide to patient communication for all doctors, whatever their experience and wherever they practice. Highly respected by many and acclaimed for its light, conversational tone, this completely updated and expanded eighth edition remains a key text for doctors at all levels and in all settings, particularly candidates sitting for the Membership of the Royal College of General Practitioners.

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- 1 The essence of good doctoring: a personal reflection
  - 2 Ideas, concerns and expectations
  - 3 How doctors talk to patients and why
  - 4 Different types of patients
  - 5 Patient-encounter outcomes
  - 6 How you feel is as important as what you know
  - 7 What you need to achieve in a patient encounter or consultation
  - 8 Different methods of consulting
  - 9 Complex scenarios
  - 10 Wider communication and ethical issues
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