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Patient Communication For Pharmacy: A Case-Study Approach on Theory and Practice

Min Liu, Lakesha M. Butler

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Patient Communication for Pharmacy: A Case-Study Approach on Theory and Practice offers communication strategies to promote patient-centered care. Utilizing a case study approach, this practical guide develops readers' understanding of the unique communication dynamics between pharmacists and patients and assists them in strengthening the communication skills necessary for providing optimal patient outcomes. Focusing on skills acquisition and an integration of communication and behavioral change theories, this valuable resource also addresses issues relevant to pharmacist-patient communication and relationship building including: health literacy, culturally competent care, patient compliance, conflict/emotionally charged conversations, and more. The "Learn, Practice, Assess" Case Approach offers patient case activities at the end of each chapter designed to help readers strengthen communication skills through repetition and application of the material presented. Instructor Resources include a Test Bank, Slides in PowerPoint format, a Sample Syllabus, and Web Links to helpful communication video examples.

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