



Communication Skills for Pharmacists: Building Relationships, Improving Patient Care

Bruce Berger

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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.

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