



Information about the course

Degree: Bachelor of Science Degree in Medicine

Faculty: Faculty of Medicine and Health Sciences

Code: 340205 **Name:** Laboratory of Clinical Interview and Communication Skills

Credits: 3,00 ECTS **Year:** 3 **Semester:** 1

Module: Social Medicine, Communication Skills and Initiation to Research

Subject Matter: Habilidades de comunicación **Type:** Obligatoria

Branch of knowledge:

Department: Biostatistics, Epidemiology, and Public Health

Type of learning: Classroom-based learning

Language/-s in which it is given: Spanish

Teachers:

343A German Arsenio Cerda Olmedo (**Profesor responsable**) german.cerda@ucv.es

343B German Arsenio Cerda Olmedo (**Profesor responsable**) german.cerda@ucv.es



Module organization

Social Medicine, Communication Skills and Initiation to Research

Subject Matter	ECTS	Subject	ECTS	Year/semester
Antropología	6	Medical Anthropology	6	1/1
Estadística	6	Biostatistics	6	1/2
Ética	6	Ethics and Social Morality	6	2/1
Ética y valores profesionales	12	Bioethics and Medical Deontology	6	4/1
		Science, Reason and Faith	6	2/2
Gestión Sanitaria	3	Healthcare Management	3	4/1
Habilidades de comunicación	3	Laboratory of Clinical Interview and Communication Skills	3	3/1
Idioma Moderno	6	Medical English	6	1/1
Iniciación a la investigación	9	History of Medical Science, and Medical Documentation and Terminology	6	2/1
		Laboratory of Research Methodology	3	4/1
Medicina Social	15	Family and Community Medicine	3	5/2
		Legal Medicine and Toxicology	6	5/1
		Preventive Medicine and Public Health	6	4/2



Learning outcomes

Al finalizar la asignatura, el estudiante deberá demostrar haber adquirido los siguientes resultados de aprendizaje:

R1 - To properly interpret both the verbal and non-verbal components of a message.

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news
- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills



- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics

R10 - Knowing how to use techniques to allow patient to express himself

Learning outcomes of the specified title

Type of AR: Description

- Getting and writing a medical history containing all relevant information
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture
- Writing medical histories and other medical records in an understandable way to outsiders
- Writing stories, reports, instructions and other records, understandably to patients, family members and other professionals

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information



- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study

R11 - Knowing how to be empathic

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources



- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment

R12 - Knowing how to be assertive

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy



- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture
- Writing stories, reports, instructions and other records, understandably to patients, family members and other professionals

Type of AR: Description

- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment

R13 - Knowing how to explore resistances

Learning outcomes of the specified title

Type of AR: Description



- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Getting and writing a medical history containing all relevant information
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news
- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Developing professional practice with respect to patient autonomy, beliefs and culture
- Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study



- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment

R14 - Knowing how to develop negotiation phase

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news
- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information



- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

R15 - Knowing how to motivate

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description



- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment

R16 - Explore comprehension of patients

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Getting and writing a medical history containing all relevant information



- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture
- Writing medical histories and other medical records in an understandable way to outsiders

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

R17 - Establish secure web

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports



- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

R18 - Knowing how to say goodbye

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports



- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy

Type of AR: Description

- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study

R2 - To identify the care model required by the patient.

Learning outcomes of the specified title

Type of AR: Description

- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources



- Developing professional practice with respect to patient autonomy, beliefs and culture
- Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have developed the learning skills needed to undertake further studies with a high degree of autonomy
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

R3 - To systematize the different phases of a clinical interview.

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals



- Getting and writing a medical history containing all relevant information
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture
- Writing medical histories and other medical records in an understandable way to outsiders
- Writing stories, reports, instructions and other records, understandably to patients, family members and other professionals

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study

R4 - To understand the ethical implications arising from the clinical interview.

Learning outcomes of the specified title

Type of AR: Description

- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture



Type of AR: Description

- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Developing professional practice with respect to patient autonomy, beliefs and culture
- Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

R5 - Being able to overcome hard situations

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture
- Writing medical histories and other medical records in an understandable way to outsiders



Type of AR: Description

- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing the limitations themselves and the need to maintain and update their professional competence, giving special importance to the autonomous learning of new knowledge and techniques and to the motivation for quality
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment



R6 - Knowing how to introduce oneself

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Students have demonstrated to possess and understand knowledge in a study area that starts from the base of the general secondary education, and is usually found at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the forefront of their field of study
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study



R7 - Maintain eye contact

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news
- Recognize the basis of normal human behavior and its disfunctions

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment



R8 - Create an adequate environment during interview

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Conducting a public, oral and written exhibition of scientific papers and/or professional reports
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students can pass on information, ideas, problems and solutions to both a specialized and non-specialized audience



- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding and recognizing the effects of growth, development and aging on the individual and their social environment

R9 - Allowing patient's communication

Learning outcomes of the specified title

Type of AR: Description

- Communicating effectively and clearly, both orally and in writing, with patients, family members, media workers and other professionals
- Establishing good interpersonal communication that enables patients, family members, media workers and other professionals to address patients, families, media and other professionals with efficiency and empathy
- Getting and writing a medical history containing all relevant information
- Knowing how to approach professional practice while respecting the patient's autonomy, beliefs and culture

Type of AR: Description

- Knowing the aspects of communication with patients, family members and their social environment: Models of clinical relationship, interview, verbal, nonverbal communication and interference. Giving bad news

Type of AR: Description

- Acquiring enough clinical experience in hospital institutions, health centers or other health institutions, under supervision, as well as basic knowledge of patient-centered clinical management and appropriate use of tests, medicines and other health system resources
- Developing professional practice with respect for other health professionals, acquiring teamwork skills
- Developing professional practice with respect to patient autonomy, beliefs and culture



- Knowing how to apply the principle of social justice to professional practice and understanding the ethical implications of health in a changing global context
- Listening to carefully, obtain and synthesize relevant information about the problems afflicting the patient and understand the content of this information
- Recognizing the essential elements of the medical profession, including ethical principles, legal responsibilities, and patient-centered professional exercise
- Recognizing their role in multi-professional teams, taking the lead where appropriate, both for the provision of health care, and in health promotion interventions
- Students have the ability to collect and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical topics
- Students know how to apply their knowledge to their job or vocation in a professional way and possess the competences that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study
- Understanding the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy



Assessment system

Modalidad presencial

Assessed learning outcomes	Granted percentage	Assessment tool
	65,00%	Tests
	10,00%	Practices
	5,00%	Participation in class
	20,00%	Simulations, ECOE

Observations

MINIMUM REQUIREMENTS:

To overcome the course, the students must meet the following two minimum requirements:

1.The student must obtain a minimum score of 50% in the whole of the review of open questions and in the multiple choice exam.

2.The student must obtain a minimum score of 50% in the whole of the assessment tools.

CRITERION FOR GRANTING HONORS:

Honor license plates may be granted to the best students, who must have obtained a minimum grade of 9.

If circumstances require, may grant a special test to determine those students deserve the honors, given the limitation of 5% of the students enrolled.

In second and subsequent calls may only be granted the license plate of honor that could subtract



after the first call.

Applicants for the 'sobresaliente' and 'matrícula' must have obtained a mark of more than 8 in the practical course.

MENTION OF DISTINCTION:

In accordance with the regulations governing the assessment and grading of subjects in force at UCV, the distinction of "Matrícula de Honor" (Honours with Distinction) may be awarded to students who have achieved a grade of 9.0 or higher. The number of "Matrículas de Honor" (Honours with Distinction) may not exceed five percent of the students enrolled in the group for the corresponding academic year, unless the number of enrolled students is fewer than 20, in which case a single "Matrícula de Honor" (Honours with Distinction) may be awarded. Exceptionally, these distinctions may be assigned globally across different groups of the same subject. Nevertheless, the total number of distinctions awarded will be the same as if they were assigned by group, but they may be distributed among all students based on a common criterion, regardless of the group to which they belong. The criteria for awarding "Matrícula de Honor" (Honours with Distinction) will be determined according to the guidelines stipulated by the professor responsible for the course, as detailed in the "Observations" section of the evaluation system in the course guide.

Actividades formativas

The methodologies to be used so that the students reach the expected learning outcomes will be the following:

M1	Masterclass
M2	Problems resolution and practical cases
M4	Content presentations by teacher
M5	Knowledges and skills explanation
M9	Knowledge acquireance through student interaction and activity
M11	Personalised attention by professor
M12	Tests to understand the level of knowledge acquireance and skills
M14	Online activity on e-learning



- M15 Personal study
- M20 Role-playing
- M21 Supervision of clinical histories

IN-CLASS TRAINING ACTIVITIES

ACTIVITY	RELATIONSHIP WITH THE COURSE LEARNING OUTCOMES	METHODOLOGY	HOURS	ECTS
Theory class	R1, R2, R3, R4	Masterclass Content presentations by teacher Knowledges and skills explanation Knowledge acquirance through student interaction and activity	21,00	0,84
Seminar and group practices	R3, R5, R6, R7, R8, R9, R10, R11, R12, R13, R14, R15, R16, R17, R18	Problems resolution and practical cases Knowledge acquirance through student interaction and activity Personalised attention by professor Tests to understand the level of knowledge acquirance and skills Role-playing	5,30	0,21



Practices in small groups	R1, R5, R6, R7, R8, R9, R10, R11, R12, R13, R14, R15, R16, R17, R18	Problems resolution and practical cases Tests to understand the level of knowledge acquirance and skills Role-playing	2,30	0,09
Tutoring	R4	Problems resolution and practical cases Personalised attention by professor	0,70	0,03
Evaluation	R1, R2, R3, R4, R10, R11, R12, R13, R14, R15, R16, R17, R18	Tests to understand the level of knowledge acquirance and skills Supervision of clinical histories	0,70	0,03

TOTAL			30,00	1,20
--------------	--	--	--------------	-------------

TRAINING ACTIVITIES OF AUTONOMOUS WORK

ACTIVITY	RELATIONSHIP WITH THE COURSE LEARNING OUTCOMES	METHODOLOGY	HOURS	ECTS
No attendance	R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12, R13, R14, R15, R16, R17, R18	Knowledge acquirance through student interaction and activity Online activity on e-learning Personal study	45,00	1,80
TOTAL			45,00	1,80



Description of contents

Descripción de contenidos necesarios para la adquisición de los resultados de aprendizaje.

Theoretical content:

Block of content	Contents
BLOCK 1: INTRODUCTION.	.1 The importance of knowing how to communicate.- Effective communication.- Human communication.- The impact of communication in the medical field.- How to know that my communication has been effective.
BLOCK 3: THE SEMI-STRUCTURED INTERVIEW	3.1 The exploratory phase. Introduction <ul style="list-style-type: none">- The clinical interview- Greeting, welcome- Delimitation of the reason for the consultation- The clinical history- Listening skills. 3.2 Exploratory phase. Narrative phase free <ul style="list-style-type: none">- Narrative support techniques- Clarification techniques 3.3 Exploratory phase: Directed narrative phase. phase. <ul style="list-style-type: none">- Techniques to obtain specific information 3.4 Resolution phase: <ul style="list-style-type: none">- Enunciation and information. Techniques.- Agreement phase.- Closing phase. Techniques. 3.5 Resolution phase . Negotiation <ul style="list-style-type: none">- Techniques in the dialogue phase- Techniques in the agreement phase.
BLOCK 4: ETHICAL ASPECTS OF COMMUNICATION	4.1 Principle of autonomy 4.2 Professional secrecy
BLOCK 5: ROLE PLAYING	5.1 Role-playing exercises in a simulated environment



BLOCK 2: EFFECTIVE COMMUNICATION

.1 Verbal communication.

- Verbal language.
- Functions of language.
- Characteristics of a good message: Spice

messages

- Characteristics of a good interviewer.

2.2 Non-verbal communication.

- Kinesics:
 - . Gestures: Regulators, adaptors and emblems.
 - . Postures, body movements and facial

expressions .

- Proxemics: Environment of communication.
- Paralanguage: characteristics of the voice.
- Models of care.
- Noise and interference.

Temporary organization of learning:

Block of content	Sessions	Hours
BLOCK 1: INTRODUCTION.	1	2,00
BLOCK 3: THE SEMI-STRUCTURED INTERVIEW	5	9,00
BLOCK 4: ETHICAL ASPECTS OF COMMUNICATION	1	1,00
BLOCK 5: ROLE PLAYING	5	10,00
BLOCK 2: EFFECTIVE COMMUNICATION	4	8,00



References

Clinical Interviewing. Manual of practical strategies. Borrel F. SEMFYC editions. Barcelona 2006.

Clinical interview manual. Borrel F. Harcourt Brace de España. Madrid 1998.

How to give bad news in medicine. Gómez Sancho M. Arán Ediciones. Madrid 1998

Communication skills and care strategies in the health care setting. Acinas MP. Editorial Formación Alcalá Jaén 2004

Theory of human communication. Ellis R and McClintock A. Ediciones Paidós Comunicación Ibérica. Barcelona 1993.

HE IMPORTANCE OF KNOWING HOW TO COMMUNICATE. G. Cerdá Olmedo, Course on line laboratories Pzifer/Upjhon 2021

CRUCIAL COMMUNICATION SKILLS FOR EVERYDAY LIFE: 5 BOOKS IN 1. THE ART OF PUBLIC SPEAKING, HOW TO START CONVERSATIONS

Publisher:

COMMUNICATION EXCELLENCE

ISBN:

9781647800833

Release date:

19/04/2020

Chen, X., Liu, C., Yan, P. *et al.* The impact of doctor-patient communication on patient satisfaction in outpatient settings: implications for medical education and practice. *BMC Med Educ* **25** , 830 (2025). <https://doi.org/10.1186/s12909-025-07433-y>

Nurul Ain Mohd Salim, Nurhanis Syazni Roslan, Rafidah Hod, Syahiera Farhana Zakaria, Siti Khadijah Adam. Exploring Critical Components of Physician-Patient Communication: A Qualitative Study of Lay and Professional Perspectives. *Healthcare* **2023**, 11(2), 162; <https://doi.org/10.3390/healthcare11020162>