**Seminar on Doctor-Patient Communication in English for 5th-year students**

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* Target: 5th-year medical students of Shimane University
* Aim: to practice doctor-patient communication in English

* Role play: You are seeing a visitor from another country who doesn’t speak Japanese.
* Seminar procedure:

1. Greetings, self-introduction and small talk (20minutes)
2. Students take the history of a simulated patient (Prof. Veronica Milos Nymberg) in English. They have to help each other to take the history. (20minutes)
3. Reflection and feedback (20minutes)

* Consultation procedure:

1. Introduce yourself and find out the patient´s name and age.
2. Start with an open question such as “What seems to be the problem?” or “What brought you here today?”
3. Encourage your patient to tell you about his/her problem by saying, “Tell me more about your problem/pain.” and give the patient confirmation that you are listening to him/her by saying, “Oh, I see.”, “I understand.”, or “I’m sorry to hear that.”
4. Let the patient tell all he/she wants – do not interrupt!
5. Ask specific questions if your patient has not told you details about his/her problem/pain, such as “How long….?”, “Are you taking any medication?”, “Do you smoke?” etc.
6. Make sure that you know what your patient *thinks* about his/her condition (Could this be an ulcer in my stomach?), what your patient *worries* about (Will this be cancer? Am I going to die?) and what your patient expects from you (I only want to know what it is. / I need a cure to take my symptoms away. I think I need an X-ray). At the end of the consultation, you should address the answers to these questions to make your patient feel safe – but that does not mean that patients should have X-rays whenever they wish!
7. Summarize what your patient has told you so the patient can feel that you have understood him/her correctly and can add information if needed. You may also have additional questions.

* Advice:

1. If you find it difficult to remember what to ask during consultation, you can make a short summary by saying, ”So far I understand that …” so that you can think of additional questions you need to ask.
2. Please remember that most foreign tourists are not native speakers of English just like you. So, you need to use layperson’s terms. Medical terms such as ‘sputum’ or ‘hepatitis’ are often difficult for them to understand. You have to use layperson’s terms such as ‘phlegm’ or ‘inflammation of liver.’ You may also have to rephrase your questions or explanations in simpler words to make sure your patient understands what you say.