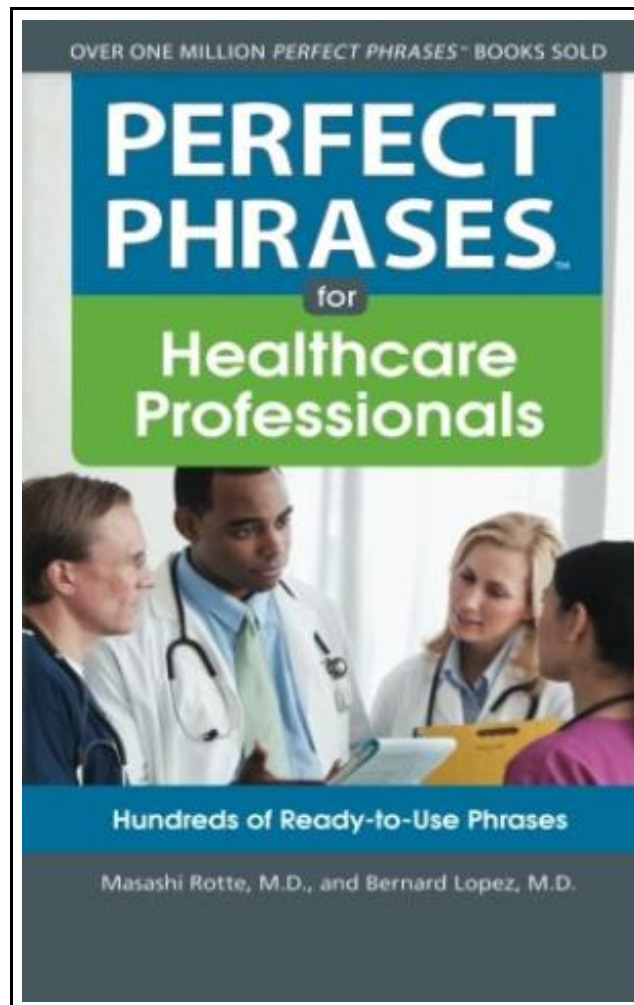


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McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, Perfect Phrases for Healthcare Professionals: Hundreds of Ready-to-Use Phrases for Improving Communications, Delivering Quality Care, and Every Type of Patient Situation, Masashi Rotte, Bernard Lopez, The perfect quick-reference guide for handling challenging healthcare conversations articulately and professionally Perfect Phrases for Healthcare Professionals has hundreds of ready-to-use phrases for any medical situation, from speaking with angry or confused patients to explaining a diagnosis to a loved one to overriding the decision of a colleague. This streamlined guide provides hundreds of phrases to improve communication in medical situations and efficiently resolve even the most challenging conflicts. Masashi Rotte, MD, is a resident at in Emergency Medicine at Thomas Jefferson University Hospital in Philadelphia. Bernard L. Lopez, MD, MS, is the Assistant Dean of Student Affairs and Career Counseling, Vice Chair, Academic Affairs Department of Emergency Medicine at Jefferson Medical College and Attending Physician in the Department of Emergency Medicine at Thomas Jefferson University Hospital.

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