



COMMUNICATION SKILLS IN MEDICAL ENCOUNTERS

This is a unique simulation-based communication skills course using standardized patients in Vietnam. It has been comprehensively developed by MSR Israel which is one of the biggest medical simulation centers in the world. Through this course, trainees can experience a wide range of training activities and reality-based scenarios to achieve effective communication skills and strategies with their patients.



Who should take this course?

- Healthcare professionals, customer care and administrative staff of public and private health facilities
- Medical lecturers and students
- Other personnel in need



Course duration: 1 day



Language of instruction:

Vietnamese or English, depending on trainees' needs.



Course content:

- Difficulties in communication between patients and health professionals
- Effective communication skills and strategies in different situations:
 - Explaining the prognosis for patients and relatives
 - Announcing treatment plans/next steps
 - Delivering bad news
 - Confronting fastidiousness and demanding patients and their family members
- Introduction and application of communication skills models in medical encounters



Methodology:

- Experience simulation-based scenarios using a patient-centered approach
- Use standardized patients in simulation-based scenarios: directly interact and get feedback from standardized patients after each scenario
- Apply video-based debriefing to enhance the reflection, motivation, and performance of trainees
- Discuss, share and learn from the experience and demonstrations of peers and colleagues



Number of trainees per course: 10



How to register?

Online registration through

<https://vinuni.edu.vn/sim/registration/>

OR contact us at

simcenter@vinuni.edu.vn