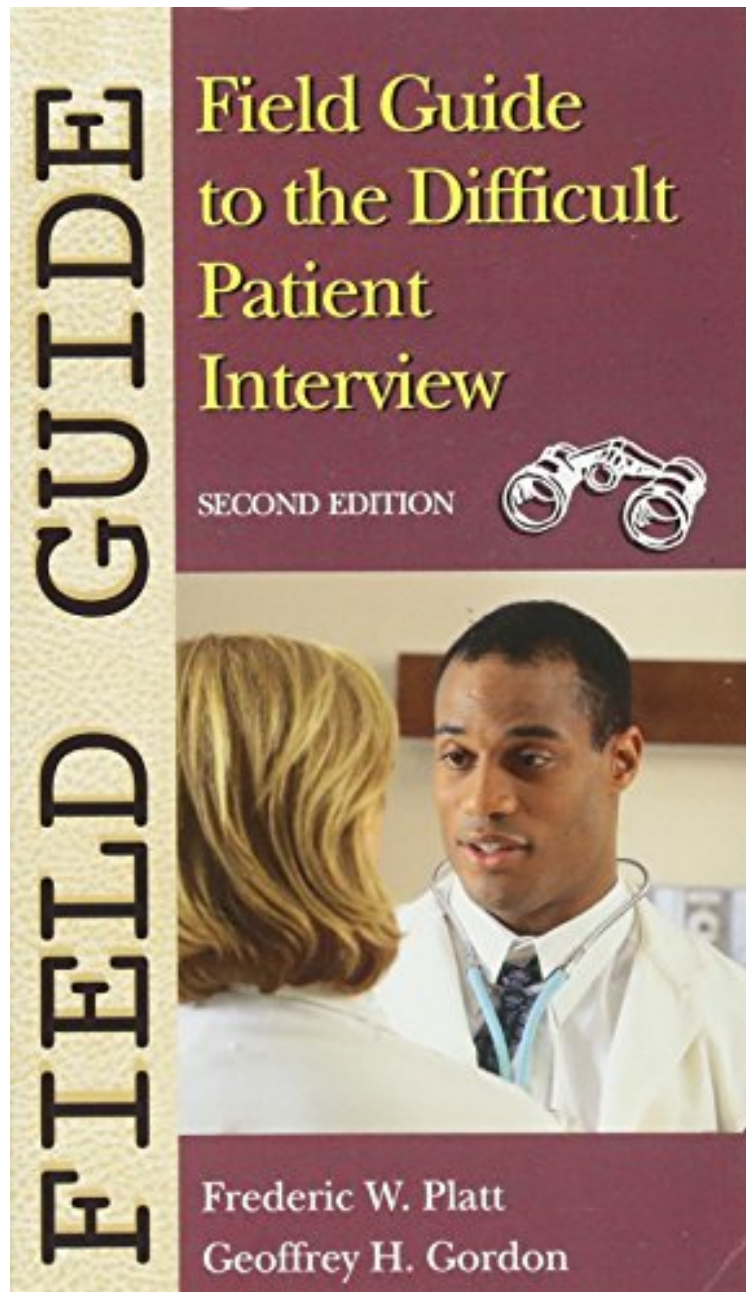


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Field Guide to the Difficult Patient Interview (Field Guide Series)

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Written by physicians skilled at coaching colleagues in physician-patient communication, this pocket guide presents practical strategies for handling a wide variety of difficult patient interviews. Each chapter presents a hypothetical scenario, describes effective communication techniques for each phase of the interaction, and identifies pitfalls to avoid. The presentation includes examples of physician-patient dialogue, illustrations showing body language, and key references. This edition includes new chapters on caring for physician-patients, communicating with colleagues, disclosing unexpected outcomes and medical errors, shared decision making and informed consent, and teaching communication skills. Other new chapters describe clinical attitudes such as patience, curiosity, and hope.