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Activity Two – Reading Comprehension

Unit 3 – Reading

Communication with Patients

Communication is one of the most important skills in nursing. Nurses communicate with patients every day to understand their needs, collect information about their health, explain procedures and provide emotional support. Good communication can help patients feel safe, respected and comfortable, especially when they are worried or in pain.

One of the first steps in communicating with a patient is **greeting and introducing yourself**. A nurse should use a polite and friendly tone and explain their role. For example, a nurse might say, “Good morning. My name is Sarah, and I am your nurse today.” This simple introduction can help establish a positive relationship with the patient.

Nurses also need to ask questions about a patient's **symptoms**. They may ask when a problem started, how serious it is and whether it has changed over time. For example, a nurse may ask, “Where does it hurt?” or “How would you describe the pain?” Nurses need to listen carefully to the answers and record important information accurately.

Another important part of nursing communication is taking a **patient's medical history**. Nurses may ask about previous illnesses, allergies, medications and other health conditions. This information can help healthcare professionals understand the patient's situation and provide appropriate care. Nurses should ask these questions clearly and respectfully and give patients enough time to answer.

Nurses often need to **explain procedures and give instructions**. For example, they may explain how a patient should prepare for a medical examination, take medication or follow advice after treatment. Instructions should be simple and clear. Nurses can also ask patients if they have understood the information and give them an opportunity to ask questions.

Empathy is another essential part of communication. Patients may feel frightened, confused or anxious, particularly when they are in hospital or receiving treatment. Nurses can show empathy by listening carefully, speaking calmly and acknowledging the patient's feelings. Simple expressions such as "I understand that you are worried" can help patients feel supported.

Communication is also important when nurses work with other **healthcare professionals**. Nurses need to share relevant information with doctors, physiotherapists, pharmacists and other members of the healthcare team. Clear and accurate communication can help prevent misunderstandings and improve patient safety.

In conclusion, effective communication is an essential part of professional nursing practice. Nurses need to listen carefully, ask appropriate questions, provide clear information and show empathy. By developing these skills, nurses can build positive relationships with patients and contribute to safe, respectful and effective healthcare.

Questions

1. Why is communication important in nursing?

- A. It allows nurses to work without other healthcare professionals.
- B. It helps nurses understand patients and provide appropriate care.
- C. It is only necessary when patients are seriously ill.
- D. It helps nurses avoid talking to patients.

2. What should a nurse do when first meeting a patient?

- A. Give the patient medication immediately.
- B. Ask about all previous illnesses.
- C. Greet the patient and introduce themselves.
- D. Leave the patient alone.

3. What information might a nurse ask about when discussing symptoms?

- A. The patient's favourite food.
- B. When the problem started and how serious it is.
- C. The patient's hobbies.
- D. The patient's travel plans.

4. Why is taking a patient's medical history important?

- A. It helps healthcare professionals understand the patient's situation.
- B. It allows nurses to diagnose every illness themselves.
- C. It replaces all medical examinations.
- D. It is only necessary for older patients.

5. How should nurses give instructions to patients?

- A. Quickly and using complicated medical language.
- B. Without allowing patients to ask questions.
- C. Clearly and simply.
- D. Only in writing.

6. What does empathy involve?

- A. Ignoring the patient's feelings.
- B. Listening and showing understanding and support.
- C. Giving patients more medication.
- D. Avoiding difficult conversations.

7. Why is communication important between healthcare professionals?

- A. It helps prevent misunderstandings and improves patient safety.
- B. It means nurses do not need to communicate with patients.
- C. It allows healthcare professionals to work independently.
- D. It is only important in hospitals.

8. What is the main idea of the text?

- A. Nurses mainly work with medical equipment.
- B. Nurses should avoid discussing patients' emotions.
- C. Effective communication is an essential part of professional nursing practice.
- D. Communication is only important when taking a medical history.

Answers

1. **B**
2. **C**
3. **B**
4. **A**
5. **C**
6. **B**
7. **A**
8. **C**