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Activity 4: Listening Comprehension

Communication with Patients

Transcript

Communication is an essential part of nursing practice. Nurses communicate with patients throughout the day, from the moment a patient arrives at a healthcare facility until they leave. Good communication helps nurses understand patients' needs, collect important information, explain procedures and provide emotional support.

The first step in communicating with a patient is usually to greet and introduce yourself. Nurses should use a polite and friendly tone and explain their role. For example, a nurse might say, “Good morning. My name is Maria, and I am your nurse today.” A simple introduction can help patients feel more comfortable and create a positive professional relationship.

Nurses also need to ask patients about their symptoms. They may ask questions about pain, fever, nausea, dizziness or difficulty breathing. It is important to ask clear questions and give patients enough time to answer. Nurses should listen carefully and pay attention to both what patients say and how they communicate their feelings.

Another important task is taking a patient's medical history. Nurses may ask about previous illnesses, allergies, medications and other health conditions. They may also ask about lifestyle habits or previous treatments. This information is important because it helps the healthcare team understand the patient's condition and provide appropriate care.

Nurses often need to explain procedures and give instructions. For example, they may explain how a patient should prepare for an examination, take medication or follow instructions after treatment. Nurses should use simple and clear language, especially when explaining medical information. They should also check that the patient has understood the instructions and give them an opportunity to ask questions.

Empathy is another important communication skill. Patients may feel nervous, frightened or confused, particularly when they are in pain or receiving unfamiliar treatment. Nurses can show empathy by listening carefully, speaking calmly and recognising the patient's feelings. Expressions such as "I understand that you are worried" or "Please let me know if you need any help" can make patients feel supported.

Communication is also essential when nurses work with other healthcare professionals. Nurses regularly share information with doctors, pharmacists, physiotherapists and other members of the healthcare team. Information must be communicated clearly and accurately because misunderstandings can affect patient safety.

Finally, professional communication should always respect the patient's privacy and dignity. Nurses should communicate confidential information appropriately and treat every patient with respect, regardless of their background or health condition.

In conclusion, effective communication is one of the most important skills in nursing. By listening carefully, asking appropriate questions, giving clear information and showing empathy, nurses can build trust with patients and contribute to safe and effective healthcare.