

Handbook Of Veterinary Communication Skills

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A Guide to Oral Communication in Veterinary Medicine
Developing Communication Skills for Veterinary Practice
Handbook of Veterinary Communication Skills
Communication Case Studies
Handbook of Veterinary Communication Skills
Skills for Communicating in Veterinary Medicine
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Veterinary Communication Skills and Training in the United Kingdom and the United States of America
101 Communication Skills for Veterinary Teams
Small Animal Veterinary Psychiatry
Exploring and Teaching Healthcare Communication
Exploring Clinical Communication in Asia
Udder Health and Communication
Withrow and MacEwen's Small Animal Clinical Oncology - E-Book
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The Role of Language in Eastern and Western Health Communication
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The Art of Veterinary Practice
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this is the first definitive textbook on veterinary communication written specifically for students and veterinary professionals by a group of international experts communication is a core clinical skill and is now taught as a compulsory part of most veterinary degree courses good communication is crucial to the veterinarian client patient relationship to patient health and ultimately to the success of any veterinary business the book covers all the key areas of communication including the basic framework for the veterinary consultation professional ethical and legal aspects communication with clients and colleagues and coping with end of life and other difficult situations it combines the most up to date research with a wealth of practical information such as real life case studies to help you apply your learning to real scenarios simple step by step guidelines showing you how to deal with specific situations examples of written resources you can use in practice this valuable textbook has been written and edited by a carefully chosen group of specialists comprising veterinary communication lecturers veterinary practitioners training managers and counsellors

good communication skills provide better clinical outcomes and help avoid minor as well as major mistakes approximately 60 80 of negligence claims against vets are related to poor communication with new graduates especially vulnerable communication skills are a growing part of the curriculum in veterinary schools recognising how fundamental clear communication is to good practice a guide to oral communication in veterinary medicine covers why communication skills are important the structure of typical communications and suggested approaches veterinary specific communication pathways and sample scripts between vet and client scenarios covered include everyday communication dealing with challenging situations different species different settings and communication within the veterinary team the aim is to instil confidence and competence build professionalism and avoid problems most current teaching is based on a toolbox approach developed from the human medicine model however there is no set standard for teaching methodology which is why this is primarily a book for students but also includes a section for educators to provide guidance in this nascent subject 5m books

developing communication skills for veterinary practice provides a thorough grounding in practical communication principles for client and team interactions and helps veterinarians and staff take their communication skills to the next level through self development and coaching colleagues the book describes specific evidence based techniques gives examples of their use and demonstrates how to use each skill in the clinical setting with learning activities to put into practice it covers every mode of communication including face to face virtual telephone and written communication organized by the tasks of the clinical appointment each chapter showcases

specific communication skills the book introduces a communication toolbox of 20 key communication skills which can be applied to any area of veterinary practice or veterinary career path the book defines each communication skill demonstrates techniques and provides examples emphasizes the importance of communicating effectively with clients and colleagues provides a process and structure for coaching communication with colleagues discusses client and team interactions using many methods including in person meetings telephone conversations and emails outlines best practices for effectively communicating using technology developing communication skills for veterinary practice is an invaluable resource for veterinary professionals at any level seeking to develop their communication skills and improve clinical outcomes

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phone conversations are the first step in the client experience from welcoming greetings to on hold etiquette learn best practices for managing phone calls discover ways to convert more phone shoppers into new clients to grow your practice in the exam room learn how to educate pet owners about preventive care and explain finances with confidence get tips on handling difficult clients with grace and professionalism when your team becomes expert communicators clients will eagerly accept your recommendations and patients will get the care they need packed with scripts this book will teach you the right words and phrases to have effective conversations with clients

problem behaviours are often the result of how an animal thinks and feels genetics and environmental influences steering away from just description diagnoses and focusing instead on emotional and cognitive causes this book provides a practical approach to diagnosing treating and managing behaviour pathologies in dogs and cats beginning by addressing cases in the first opinion practice this book then considers physical disorders that may lead to or exacerbate abnormal behavior from there the focus shifts to mental and emotional health from an assessment of normal behavior and giving juveniles an optimal start in life to diagnosing mental and emotional disorders addressing emotions such as anxiety and frustration and how to manage these issues by modifying behavior managing the animal s environment training and when necessary the use of medications the second half of the book then addresses owner concerns including management problems aggression affective disorder elimination disorder abnormal and repetitive behaviours and ageing related problems

this book brings together frontline clinicians from diverse healthcare fields including medicine intensive care neurology geriatrics oncology palliative care nursing traditional chinese medicine and veterinary medicine to share their insights experiences and strategies for effective clinical communication drawing on research and real world practices the author provides evidence based and practical recommendations for teaching studying and implementing effective communication in healthcare special attention is given to the role of cultural expectations particularly in bilingual and multicultural medical contexts using hong kong as a case study the book explores its unique integration of western and chinese values to offer a comparative perspective applicable to other healthcare settings worldwide it argues for the development of a culturally appropriate communication model informed by clinicians insights to enhance therapeutic relationships and ensure patient safety this book is an essential resource for medical educators healthcare professionals doctors and nurses in training medical students health communication researchers and scholars in applied linguistics and related fields

drawing on socially oriented functional linguistics this book offers a detailed and systematic overview of the role that language plays in clinician patient communication in asian contexts putting forward a communication model specific to this particular sociocultural and medical setting it provides clear and research driven recommendations for healthcare professionals building on cutting edge empirical research on the health communication landscape in asia this book addresses topics of interest to researchers in health communication and applied linguistics more broadly it also provides healthcare professionals with the resources necessary for a critical reflection of their professional practice the book makes use of data gathered through a variety of methods including audio and video recordings of clinician patient

communication semi structured interviews and ethnographic observations it also uses a cross disciplinary approach combining the expertise of linguists clinicians and health communication researchers to identify communication features of effective and ineffective interactions focusing on the communication breakdowns and vulnerable points which jeopardize the quality and safety of the patient experience

in dairy industries throughout the world there is a desire to optimize udder health an improved udder health will lead to improved animal welfare improved production efficiency and a reduction of the use of antibiotics to improve udder health first of all technical knowledge on issues such as treatment milking infectious pressure and host resistance is important however over the years we learned that knowledge alone is not enough knowledge has to be used and for knowledge to be used farmers have to be motivated this requires knowledge about motivation and communication in this book recent knowledge on technical udder health issues is combined with knowledge on motivation and communication a large number of descriptions of mastitis control programs that are being carried out worldwide is combined with more specific studies these are aimed at effective advising motivation and communication strategies economics and technical studies on mastitis control and prevention therefore this book provides an applied source of information for all that are willing to improve udder health

selected for doody's core titles 2024 with essential purchase designation in veterinary medicine considered the definitive reference on canine and feline oncology withrow macewen's small animal clinical oncology 6th edition focuses on the most effective cutting edge techniques this comprehensive textbook gives you a complete understanding of cancer in dogs and cats what it is how to diagnose it and how to treat many of the most common cancers encountered in clinical practice today the thoroughly updated sixth edition includes information on the complications of cancer pain management and the latest treatment modalities preparing general practitioners to diagnose and treat pets rather than referring them to a specialist with important updates on recently approved and in development drugs and new co authors adding their own unique perspectives this user friendly text is a must have resource for current evidence based therapeutic strategies on canine and feline oncology cutting edge information on the complications of cancer pain management and the latest treatment modalities prepares you to diagnose and treat pets with cancer rather than refer cases to a specialist each contributor is a recognized expert in his or her specialty reflecting the most current information by highly respected experts in the field of veterinary oncology full color format provides you with accurate visual depictions of specific diseases and procedures enhances visual appeal and is used functionally in tables and boxes to highlight key information a systems approach to the diagnosis and management of cancer facilitates access to information

about the many malignancies affecting small animal patients discussion of compassion and supportive care for the management of pain nutritional needs and grief includes methods for handling the pet's pain and nutritional complications as well as the pet owner's grief when treatment is not successful comprehensive references at the end of each chapter and topic ensures you can be confident the information provided is accurate and up to date helpful drug formularies provide quick access to information on indications toxicities and recommended dosages for chemotherapeutic and analgesic drugs used in cancer treatment chemotherapy protocols are included when case studies prove clinical efficacy information on the best interventional techniques is quickly accessible all in one chapter nearly 400 color images provide accurate depictions of specific diseases and procedures focus on the most effective treatment options saves time by emphasizing proven treatment options that have been vetted by experts in the field new expert co authors and contributors bring a valuable perspective with research experience new thoroughly updated content includes important updates on recently approved and in development veterinary cancer drugs and critical advances in radiation delivery

jack pun's book offers the latest research in a variety of health communication settings to highlight the cultural differences between the east and the west it focuses on the various clinical strands in health communication such as doctor patient interactions nurse handover and cross disciplinary communication to provide a broad comprehensive overview of the complexity and heterogeneity of health communication in the chinese context which is gradually moving beyond a preference for western based models to one that considers the local culture in understanding and interpreting medical encounters the content highlights the cultural difference between the east and the west and focuses on how traditional chinese values underpin the nature of clinical communication in various clinical settings and how chinese patients and practitioners conduct themselves during medical encounters the book also covers various topics that are unique to chinese contexts such as the use of traditional chinese medicine in primary care and how clinicians translate western models of communication when working in chinese contexts with chinese patients this volume will appeal to researchers working in health communication in both the east and the west as well as clinicians interested in understanding what makes effective communication with multicultural patient cohorts

parses the complex and often complicated relationship among veterinarians their patients and their clients the animals owners helps students and practitioners examine their own feelings and beliefs as an aid to communication and suggests the many approaches and roles of the veterinarian and the emotional and financial constraints of the client the focus is on pets rather than working animals annotation copyright by book news inc portland or

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