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**UPCOMING CLASSES**

**Saturday,**  
**6 August 2011**  
01:00-06:30pm

**Saturday,**  
**10 September 2011**

**Saturday,**  
**15 October 2011**

**Saturday,**  
**19 November 2011**



**SYDNEY LANGUAGE EXCHANGE**

Sydney Language Solutions has launched a language exchange website. Exchange your native language with an English speaker and improve your speaking skills. It's all free and educational.

## Intercultural Communication

### Counselling as a Communication Challenge

Many medical practitioners believe that people are inherently good or bad communicators and that they cannot be taught to communicate; however, communication is indeed a learned ability.

Theories and techniques of communication have been developed, and specific communication skills have been identified. When medical practitioners are taught communication skills, improvements are evident in their counselling. Effective patient - medical practitioner communication is a critical element in patient counselling.

Since patient counselling often involves contact with other health professionals, medical practitioners also need skills in communicating with other members of the health-care team. For example, pharmacists need to be able to communicate effectively with physicians and nurses in order to gather more detailed information about the patient and to discuss the patient's medication problems.

Medical practitioners also need to be able to communicate effectively with other practitioners and personnel, both within



their own organisation and others. In instance, pharmacists must work co-operatively with other pharmacists and pharmacy personnel for the benefit of the patient. Hospital and community pharmacists need to be able to discuss a patient's discharge medication.

## MEDICAL TERMS & GLOSSARY

**Seriation** *n*  
supply of air to the lungs

**Airway** *n*  
the breathing passage

**Cachexic** *adj*  
underweight, thin

**Cascade** *n*  
one event leading to another and so on

**Inflammatory burst** *n*  
a rapid increase in inflammation of a tissue

**Bronchiolitis** *n*  
inflammation of the air sacs of the lungs caused by respiratory syncytial virus

**Cerebrospinal fluid** *n*  
the fluid that surrounds the brain and spinal cord

**Conjunctival** *adj*  
related to the conjunctiva, or membrane covering the eye

**Hypoxemia** *n*  
Abnormally low oxygen in the blood



**Cramping** *n*  
a painful sensation felt in the muscles after excessive exercise

**Flushing** *n*  
A reddening of the skin