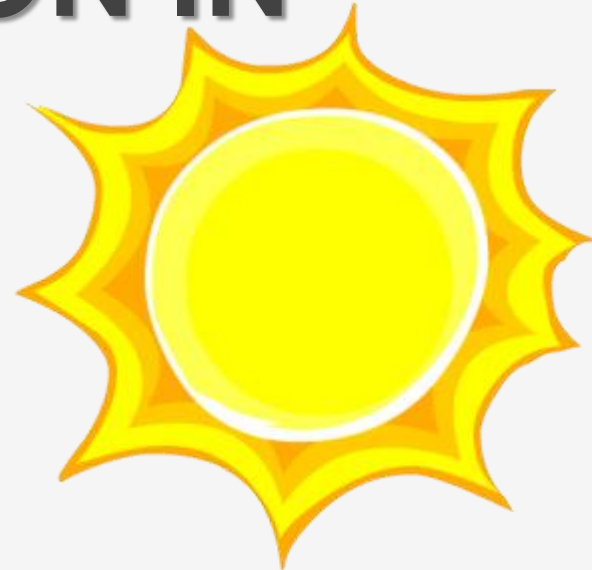




Universidad
Católica
de Valencia
San Vicente Mártir

COMMUNICATION IN NURSING



PARTS OF THE DAY

- Morning (until 12 pm or noon)
- Afternoon (from 12 pm – 6 pm)
- Evening (from 6 pm – 12 am or midnight)

- Breakfast
- Mid-morning snack (Brunch)
- Lunch
- Mid-afternoon snack
- Dinner/Supper

INTRODUCING YOURSELF

- Be professional: GREET PATIENTS and RELATIVES ACCORDING TO TIME OF THE DAY, ALWAYS BE READY TO INTRODUCE YOURSELF, MAKE EYE CONTACT, ALWAYS KNOCK FIRST
- Body language: STAND TALL, HANDS OUT OF POCKETS, DO NOT CROSS ARMS OR LEGS, DO NOT PUT HANDS ON HIPS
- Well-groomed: SCRUBS CLEAN, ADEQUATE SIZE SCRUBS, ID VISIBLE, HAIR TIGHT BACK

ADDRESSING PEOPLE APPROPRIATELY

- Adequate bedside manner: KIND, SOFT VOICE, DO NOT PATRONISE!, BE RESPECTFUL, REASSURING, ADDRESS PEOPLE BY THEIR TITLE
- Sir/Madam
- Mr, Mrs, Miss, Ms, Dr, Father, Reverend, Sister

GREETING PEOPLE

- HOW DO YOU DO? (formalism)
- HOW ARE YOU?
- ARE YOU ALRIGHT? ARE YOU OK?
- WHAT'S UP? HOW'S TRICKS? HELLO THERE! (coll.)

ANSWERING

- HOW DO YOU DO?
- I'M FINE, THANK YOU
- I'M O.K, THANKS

On departure

- I wish you a very good night
- I must be on my way
- I'm afraid I have to go now
- I look forward to seeing you again soon
- I hope to see you again tomorrow
- Bye for now
- See you soon

- (other informal ways)

ASKING PEOPLE HOW THEY FEEL

- HOW ARE YOU TODAY?
- HOW ARE YOU FEELING?
- WHAT'S THE MATTER? / WHAT'S WRONG?
- WHAT HAPPENED TO YOU?
- WHAT BROUGHT YOU HERE TODAY?
- WHAT IS YOUR MAIN COMPLAINT?
- ARE YOU IN ANY PAIN OR DISCOMFORT?

THANKING PEOPLE

- THANK YOU
- THANK YOU VERY MUCH
- MANY THANKS
- THANKS
- THANKS A LOT
- CHEERS

ANSWERING

- DON'T MENTION IT (formalism)
- YOU ARE WELCOME
- NOT AT ALL
- IT'S OK / IT'S ALRIGHT (coll.)

APOLOGISING TO PEOPLE

- EXCUSE ME (when interrupting)
- SORRY / I AM TERRIBLY SORRY
- SINCERE APOLOGIES
- I FEEL BAD ABOUT IT
- PARDON? (when not understanding)

ANSWERING

- DON'T WORRY
- IT'S NOT A PROBLEM
- IT'S OK / IT'S ALRIGHT (coll.)
- IT DOESN'T MATTER
- THAT'S ALL IN THE PAST

EXPRESSING GOOD WISHES

- GOOD LUCK (BREAK A LEG)
- ALL THE BEST
- HAVE A NICE TIME
- I HOPE IT GOES WELL
-
- GET WELL SOON / I WISH YOU A SPEEDY RECOVERY
- I WISH YOU WELL
-
- PLEASE ACCEPT MY DEEPEST SYMPATHY
- I FEEL FOR YOU AT THIS TIME
- MY HEART GOES OUT TO YOU
- MY SINCERE CONDOLENCES ON YOUR SAD LOSS

FITNESS

- YOU LOOK WELL TODAY!
- YOU LOOK AS FIT AS A FIDDLE
- YOU'RE THE PICTURE OF HEALTH
- I'M IN TOP FORM
- I FEEL ON TOP OF THE WORLD

WEAKNESS

- I FEEL UNWELL
- I DON'T FEEL WELL / TOO GOOD / 100%
- I FEEL WOBBLY
- I FEEL WISHY-WASHY
- I'M IN AGONY / IN PAIN

COMFORTING

- ALL IS NOT YET LOST
- STOP TORMENTING YOURSELF
- TRY TO PULL YOURSELF TOGETHER
- YOU HAVE NO REASON TO WORRY
- EVERYTHING IS GOING TO BE ALRIGHT
- THERE IS NO CAUSE FOR ALARM
- DON'T UPSET YOURSELF
- LOOK ON THE BRIGHT SIDE
- CHEER UP! / CHIN UP! / KEEP YOUR SPIRITS UP
- DON'T MAKE YOURSELF ILL / DON'T TROUBLE YOURSELF

SYMPATHY

- **ALL IS NOT YET LOST**
- **STOP TORMENTING YOURSELF**
- **TRY TO PULL YOURSELF TOGETHER**
- **YOU HAVE NO REASON TO WORRY**
- **EVERYTHING IS GOING TO BE ALRIGHT**
- **THERE IS NO CAUSE FOR ALARM**
- **DON'T UPSET YOURSELF**
- **LOOK ON THE BRIGHT SIDE**
- **CHEER UP! / CHIN UP!**
- **DON'T MAKE YOURSELF ILL / DON'T TROUBLE YOURSELF**

OFFERING HELP

- I AM ENTIRELY AT YOUR DISPOSAL
- I WOULD BE PLEASE TO HELP YOU
- I WILL BE GLAD TO HELP YOU
- CAN I BE OF ANY HELP TO YOU?
- IS THERE ANY WAY I CAN HELP YOU?
- ANYTHING I CAN DO?
- CAN I GIVE YOU A HAND?
- YOU CAN COUNT ON ME
- ARE YOU SURE YOU CAN MANAGE?
- IF YOU NEED ANYTHING, GIVE US A SHOUT

ANSWERING

- Thank you, that's very kind of you
- You're an angel
- I'm ok, thank you
- Please, don't trouble yourself

ASKING FOR PERMISSION

- **MAY I..., PLEASE?**
- **COULD I..., PLEASE?**
- **IS IT OK IF I...?**
- **DO YOU MIND IF I...?**
- **WOULD YOU MIND IF I...?**
- **WOULD IT BE ALRIGHT TO...?**
- **WITH YOUR PERMISSION, I WOULD LIKE TO...**

ANSWERING

- Certainly / Of course / Sure / Good ahead / Feel free**
- Not now, please / Not now, later if you like**
- Of course not**

CONGRATULATIONS

- Well done! / Congratulations! / Great job!
- Allow me to congratulate you
- Way to go!
- Thumbs up!
- You are just great/terrific!

BREAKING NEWS

- **I AM PROUD TO ANNOUNCE THAT...**
- **I AM HAPPY TO SAY THAT...**
- **I REGRET TO INFORM YOU THAT...**
- **I AM AFRAID TO TELL YOU THAT...**

MAKING SUGGESTIONS

- WHAT ABOUT... (-ing)?
- WHY DON'T YOU...?
- WHAT IF...?
- WHAT DO YOU THINK ABOUT...?
- IF I WERE YOU...
- I ADVISE / SUGGEST / RECOMMEND

INDIGNATION AND DISAPPROVAL

- I'M UNHAPPY ABOUT THAT
- IT'S A DISGRACE / OUTRAGEOUS/ APPALLING /
AWFUL / ATROCIOUS
- IT'S DISGUSTING
- I REFUSE TO...
- WHAT A MESS!
- I'M FED UP
- I HAVE HAD ENOUGH
- THAT'S NOT ACCEPTABLE