

17. List factors that may influence verbal communication. (pp. 130-132)
18. Identify internal and external factors that affect your patient's/visitor's interview. (pp. 130-132)
19. Discuss the strategies for developing patient rapport. (pp. 131-132)
20. Provide examples of open-ended and closed-ended questions. (p. 132)
21. Discuss interviewing strategies to obtain useful information from a patient. (pp. 132-134)
22. Discuss common errors to avoid when interviewing a patient. (p. 134)
23. Identify the nonverbal skills that are used when interviewing a patient. (p. 134)

24. Discuss the techniques that are used when interviewing patients with special challenges. (pp. 134-137)
25. Define cultural competence. (p. 137)
26. Discuss interviewing considerations used in cross-cultural communications. (pp. 137-138, 140)
27. Provide examples of traditional folk medicine, including why it is important to understand these practices. (pp. 138-139)

### Skills Objectives

There are no skills objectives for this chapter.

### Introduction

This chapter will discuss communication, how to effectively communicate, and how to use communications technologies. The ability to communicate clearly is a core emergency medical services (EMS) skill, and is one of the most important factors in EMS operations. You must be able to communicate with the dispatch center to receive the information you need to respond to an emergency call. You will need to communicate with other members of the EMS system, including your partners, other responders, and hospital personnel. You must also be able to communicate effectively with patients, family members, and bystanders, often when they are under considerable stress.

Many factors can influence how effectively you are able to communicate, including your communication style, knowledge level, ability to listen and comprehend, ability

to accurately convey information, and life experience. Communication can also be affected by your use of non-verbally important on the radio or over a telephone, body language (important in face-to-face interactions), and your ability to use technology.

### Documentation & Communication

**Communicate (transitive verb):** To transmit information, thought, or feeling so that it is satisfactorily received or understood.  
**Communication (noun):** A process by which information is exchanged between individuals.  
**Communications (noun):** The technology of the transmission of information.

## YOU are the Paramedic

## PART 1

An older man is not feeling well. His family becomes concerned and activates the EMS system by calling 9-1-1.

1. As a paramedic in the EMS system, how will you be notified about the location and nature of the incident?
2. What will the dispatcher be doing while you are en route to the call?
3. How will you communicate with the other responders and agencies involved in the emergency response?

# Communication Chapter 5 Quizlet

**Julia Schneider**



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