



Faculty of Nursing

Effective Communication:
**Listening & Speaking about Hospital
admission, Introduction for patients and
family**
Lesson 9



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Learning Outcomes

Communicate Effectively. Use clear, polite, and professional language in hospital admissions.



Learning Outcomes

**Practice Active
Listening –
Respond
appropriately to
patient concerns.**





Learning Outcomes

**Deliver Structured
Dialogues – Role-
play realistic
hospital admission
conversations.**



**Have you ever been
to a hospital? What
was the first thing
you did when you
arrived?**





Patient Information & Documentation

Three things to
consider in a
Hospital Admission





Three things to consider in a Hospital Admission

Effective Communication – Ensure clear, compassionate interaction between healthcare staff, patients, and families





Three things to consider in a Hospital Admission

Admission Procedures and Patient Comfort – Explain hospital policies, room assignments, and necessary preparations to ensure a smooth transition.



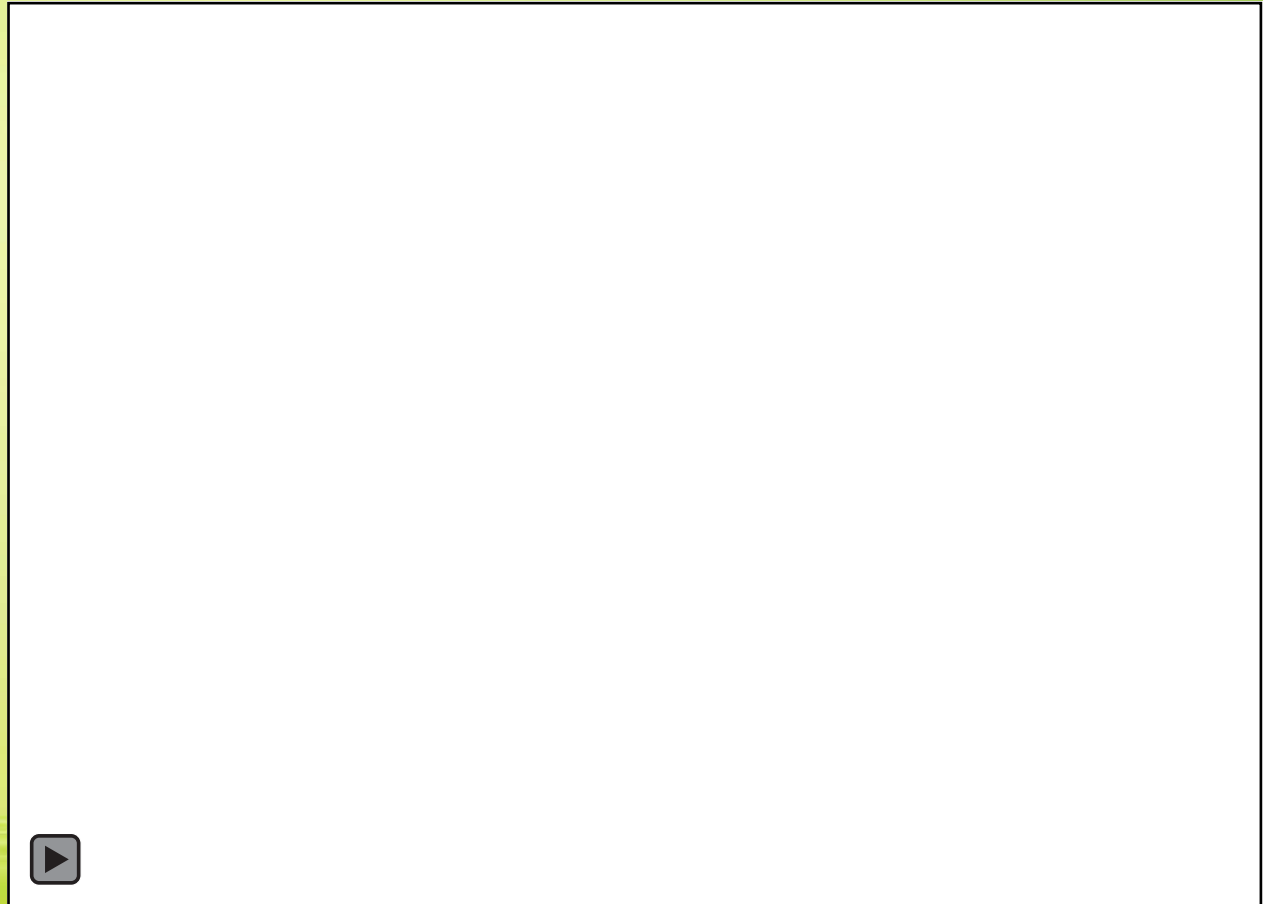
Let's Do It!



Directions:

Listen very carefully.

Here's the audio
presentation for the
admission process





What are the Key
elements used in
conversation?

Clear and Professional Communication

- ☐ The nurse provides information in a calm and structured manner.





Active Listening and Patient Concerns

What are the Key
elements used in
conversation?

- ☐ The nurse addresses the patient's needs and ensures clarity.





Admission Process and Documentation

What are the Key elements used in conversation?

- ☐ Verify patient details, explain policies, and ensure informed consent.



Let's Try this Conversation!

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University



Directions:

- ☐ Read the conversation below and try to practice the lines.
- ☐ I will be the nurse, and you are the patient.





Nurse: Good morning, Mrs. Brown. I'm Nurse Ren, and I'll take care of you today. How are you feeling?

Mrs. Brown: Good morning, Nurse. I'm feeling a little weak, but better than yesterday.

Nurse: I'm glad to hear that. I'll need to check your vital signs. May I take your blood pressure and temperature now?

Mrs. Brown: Of course.

Nurse: Your blood pressure is 120/80, which is normal, and your temperature is 37°C. That's good progress.





Mrs. Brown: That's a relief. When will the doctor see me?

Nurse: Dr. Williams will be making rounds in about an hour.
He'll discuss your condition and next steps with you.

Mrs. Brown: Okay, thank you. By the way, I've been feeling a
bit dizzy when I sit up.

Nurse: Thank you for letting me know. I'll note it in your
chart and inform the doctor. In the meantime, try
to move slowly when changing positions. Would
you like a glass of water?





Mrs. Brown: Yes, that would be nice.

Nurse: Here you go. Also, if you feel any discomfort, just press the call button, and I'll assist you right away.

Mrs. Brown: Thank you, Nurse Emily. You've been very kind.

Nurse: It's my pleasure, Mrs. Brown. Rest well, and I'll check on you again soon.



Now, let's answer a few questions;

What symptoms did Mrs. Brown report to the nurse, and how did the nurse respond?

Mrs Brown reported feeling dizzy when sitting up. The nurse acknowledged her concern, advised her to move slowly, and promised to inform the doctor.



Now, let's answer a few questions;

How did the nurse ensure effective communication with the patient during the check-up?

The nurse ensured clear communication by explaining each step, actively listening to the patient's concerns, and providing reassurance.



Now, let's answer a few questions;

What instructions did the nurse give to Mrs. Brown regarding her condition and the doctor's visit?

The nurse informed Mrs. Brown, that the doctor would see her in an hour, encouraged her to press the call button if needed, and reminded her to rest.





W r a p - u p

Effective
Communication
builds trust.

Active Listening
is Essential

Hospital Admission Involves Key
Steps



Assessment Task

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Directions:

- ❖ Please proceed to your assessment Task from this lesson on your dashboard.
- ❖ Read and answer the task questions correctly and elaborate your best arguments and understanding.





*To listen well is as powerful a means of
communication and influence as to talk
well*

-John Marshall, Surgeon and Educator-

Thank You!

