

Modul designation	Effective Doctor Communication
Semester in which the module is taught	1st Semester of Academic/Bachelor Stage
Person responsible for the module	<ol style="list-style-type: none"> <li>1. Yuniarti,drg.,MKes.</li> <li>2. Nurul Romadhona,dr.,MMRS.</li> <li>3. Dr. Titik Respati, drg., MSc.PH.</li> <li>4. R. Anita Indriyanti, dr., M.Kes</li> <li>5. Ismawati,dr.,MKes.</li> </ol>
Language	Bilingual (Indonesia & English)
Relation to curriculum	Compulsory
Teaching methods	Lecture
Workload	<p>Total workload : 14 weeks</p> <p>Contact hours : Lecture 2 hours/meeting</p>
Credit points	3 ECTS (2 SKS)
Required & recommended prerequisites for joining the module	-
Module Objective	<p>At the end of course, students will be able to:</p> <ol style="list-style-type: none"> <li>1. Explain the definition, components, characteristics, and model of empathetic communication. (C2)</li> <li>2. Explain the theory and application of symbolic interaction and cross-cultural communication theory. (C2)</li> <li>3. Explain the concepts of words and meaning, language and thought, and spatial, temporal, visual, vocal, and gestural terms. (C2)</li> <li>4. Explain non-verbal verbal communication, intrapersonal and interpersonal communication, therapeutic communication, and factors that influence empathetic communication. (C2)</li> <li>5. Apply empathetic communication according to the rules of communication science (C3)</li> <li>6. Explain the criteria for effective doctor-patient communication, doctor-colleague communication, doctor-patient family communication, and empathetic communication in maintaining good relationships (C2)</li> <li>7. Explain types of conflict, approaches, and prevention of conflict (C2)</li> <li>8. Applying approaches and prevention to conflict (C3)</li> <li>9. Apply counseling techniques (C3)</li> <li>10.Explain person perception, object perception, impression formation, factors that influence perception, and accuracy of perception (C2)</li> </ol>

	<p>11. Applying empathetic communication to improve perceptions (C3)</p> <p>12. Apply politeness values based on Islamic values, empathy and active listening, the concept of positive thinking, and the principle of equality in doctor-patient communication (C3)</p> <p>13. Apply medical ethical values in doctor-patient and cross-professional communication (C3)</p> <p>14. Apply creative communication techniques in interviews, management, and counseling of patients and their families (C3)</p> <p>15. Implement empathetic-effective communication, human perception, ethics, and norms in doctor-patient relationships (C3)</p> <p>16. Explain the definition and concept of therapeutic communication (C2)</p> <p>17. Applying therapeutic communication, stage receiving therapeutic communication, and feedback therapeutic communication (C3)</p> <p>18. Implement empathy-effective communication theory, perception, human relations, ethics, and norms in matters of breaking bad news (C3)</p> <p>19. Implement empathy-effective communication theory, perception, human relations, ethics, and norms in matters of counseling/problem solving (C3)</p>
Content	Effective Doctor Communication Module includes discussions regarding the meaning and characteristics of empathetic communication, the process of empathetic communication, human perception, verbal and non-verbal messages, effective communication, aspects of values, norms and ethics of communication, and the application of empathetic communication skills in daily life and medical practice.
Examination forms	Written Test Examination
Study and examination requirements	System Pass Criteria : minimum written test score 55.5 (C)
Reading list	<ol style="list-style-type: none"> <li>1. Morissan. Teori Komunikasi (Individu Hingga Massa). Jakarta: Kencana</li> <li>2. Hogan Kevin. The Psychology of Persuasion. Jakarta: Professional</li> </ol>