



Medical Assisting Made Incredibly Easy: Therapeutic Communications

Kathleen Schreiner

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This volume of the Medical Assisting Made Incredibly Easy series presents the basic principles of effective communication in a light-hearted, humorous, engaging, relevant, and enjoyable style. A host character guides students through key points and clarifies difficult concepts. Boxes with eye-catching icons provide practical advice about difficult workplace scenarios, patient education, legal and ethical issues, and other topics. Other features include realistic, challenging situations with critical thinking questions; examples of effective and ineffective dialogue; suggested individual and small group learning activities; and lists of ABHES and CAAHEP competencies covered in each chapter.

A free Instructor's Resource CD-ROM and online instructor resources are available to instructors who adopt the text. LiveAdvise tutoring is also included.



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