TOROS ÜNİVERSİTESİ

Vocatıonal School
Oral And Dental Health

Course Information

PATIENT PSYCHOLOGY AND COMMUNICATION					
Code	Semester	Theoretical	Practice	National Credit	ECTS Credit
		Hour / Week			
ADS139	Fall	2	0	2	3

Prerequisites and co-requisites	
Language of instruction	Turkish
Type	Required
Level of Course	Associate
Lecturer	Lec. Fatma Türkan ERCAN
Mode of Delivery	Face to Face
Suggested Subject	
Professional practise (internship)	None
Objectives of the Course	The aim is to gain knowledge, skill, attitude and outlook which are required by secretarial profession
Contents of the Course	The definition of public relations, public relations? property, phone conversation, body language, protocol rules, ways to introduce organization to people, ways of coping with stres in the business

Learning Outcomes of Course

#	Learning Outcomes
1	Recognizes the self, other people and the profession
2	Distinguishes to communicate effectively in a business environment.
3	Allows you to establish effective communication within the family and in other environments.
4	Empathy distinguish.
5	Distinguishes the importance of positive thinking in being happy and successful.
6	Recognize the customer satisfaction and ways to introduce organization to people

Course Syllabus

#	Subjects	Teaching Methods and Technics
1	Basic concepts of Psychology	Lecture, Presentation
2	The psychological approach of the individual reactions and disease	Lecture, Presentation
3	Chronic illness and the psychology of the patient in Terminal period	Lecture, Presentation
4	The patient in the psychology of trauma and loss	Lecture, Presentation
5	Approach and psychological support for pediatric patients	Lecture, Presentation
6	Psychological support and Approach to geriatric patient	Lecture, Presentation
7	Psychological support to the sick and wounded in need of social service	Lecture, Presentation
8	Mid-Term Exam	
9	The dialog Items, Conditions and obstacles	Lecture, Presentation
10	The level of the target audience in health communication and communication	Lecture, Presentation
11	Active Communication Process Between Health Personnel And Patients	Lecture, Presentation

12	Interviewing Techniques	Lecture, Presentation
13	Patient types and approach	Lecture, Presentation
14	Body language and diction	Lecture, Presentation
15	General Assessment	Lecture, Presentation
16	Final Exam	

Course Syllabus

#	Material / Resources	Information About Resources	Reference / Recommended Resources
1	Özer, K., İletişim Becerisi, İstanbul, 1995.		
2	Ataklı. A, Sağlık Hizmetlerinde İletişim, Sağlık eğitim vakfı, Ankara, 2001		

Method of Assessment

#	Weight	Work Type	Work Title
1	40%	Mid-Term Exam	Mid-Term Exam
2	60%	Final Exam	Final Exam

Relationship between Learning Outcomes of Course and Program Outcomes

#	Learning Outcomes	Program Outcomes	Method of Assessment
1	Recognizes the self, other people and the profession	2,3,12	1,2
2	Distinguishes to communicate effectively in a business environment.	2,3,12	1,2
3	Allows you to establish effective communication within the family and in other environments.	2,3,12	1,2
4	Empathy distinguish.	2,3,12	1,2
5	Distinguishes the importance of positive thinking in being happy and successful.	2,3,12	1,2
6	Recognize the customer satisfaction and ways to introduce organization to people	2,3,12	1,2

PS. The numbers, which are shown in the column Method of Assessment, presents the methods shown in the previous table, titled as Method of Assessment.

Work Load Details

#	Type of Work	Quantity	Time (Hour)	Work Load
1	Course Duration	14	2	28
2	Course Duration Except Class (Preliminary Study, Enhancement)	14	3	42
3	Presentation and Seminar Preparation	0	0	0
4	Web Research, Library and Archival Work	0	0	0
5	Document/Information Listing	0	0	0
6	Workshop	0	0	0
7	Preparation for Midterm Exam	1	8	8
8	Midterm Exam	1	1	1
9	Quiz	0	0	0
10	Homework	0	0	0
11	Midterm Project	0	0	0
12	Midterm Exercise	0	0	0
13	Final Project	0	0	0

14	Final Exercise	0	0	0
15	Preparation for Final Exam	1	10	10
16	Final Exam	1	1	1
				90