#### Communication with consumers

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| Videos categorised according to the elements of the consultation |
|  Teaching points and rubric elements | Initiating conversations  | Providing instructions | Communicating during a procedure | Closing down conversations | Social work |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
|  Introducing yourself and your role  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) |  |  |   | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Setting consumers at ease and demonstrating empathy | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Explaining and/or justifying procedures | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Eliciting and checking details | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) |  |  |  |  |
|  Giving detailed or complex instructions |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) |  |  |  |  |  |  |  |  |
|  Convincing patients of the importance of a procedure |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Getting consumer agreement to a procedure | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Checking or confirming consumer understanding | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Dealing with questions | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Setting up subsequent appointments |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Assisting consumers with post-consultation needs |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) |  |
|  Dealing with medication issues and information |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) |  |  |  |  |  |  |  |  |

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| Videos categorised according to the elements of the consultation and consumer ease |
|  Teaching points and rubric elements | Initiating conversations  | Providing instructions | Communicating during a procedure | Closing down conversations | Social work |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
| Using verbal and non-verbal cues to assess understanding | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729)  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
| Using verbal and non-verbal cues to assess understanding | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
| Using reflective & active listening to check patient/client understanding and to show empathy and respect | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Using  proxemics to foster open dialogue |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |
|  Using  body language to encourage engagement and convey empathy | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |
|  Using vocal pitch, pace, and tone to foster empathetic interaction | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280736) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Using support materials as appropriate (ie. written texts) to enhance verbal interactions |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Recognizing the patient/client as a partner in shaping a relationship | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |

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| Videos categorised according to consumer type |
|  Teaching points and rubric elements | Initiating conversations  | Providing instructions | Communicating during a procedure | Closing down conversations |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
|  Consumers from non-English speaking backgrounds | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  |  |  |  |   |
|  Indigenous consumers | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) |  |  |  |  |  |
|  Consumers with disabilities |  |  |  |  |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) |  |  |  |
|  Children and their parents  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  |  |  |  |  |  |  |  |
|  Elderly consumers |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |
|  Consumers in their own homes |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  |  |  |  |  |  |  |  |  |
|  Distressed or insistent or angry consumers |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |
|  Confused or disorientated consumers |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  |  |  |  |  |  |  |  |  |

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| Videos categorised according to other themes |
|  Teaching points and rubric elements | Initiating conversations  | Providing instructions | Communicating during a procedure | Closing down conversations | Social work |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
|  Focusing on consumer external interests to foster ease |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  |  |  |
|  Pacing consultations appropriately  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3276997) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) |  |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Empowering and reassuring concerned consumer  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280896) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Avoiding jargon and technical terms |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280897) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |
|  Avoiding belittling or patronising attitudes | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |
|  Avoiding insulting or offensive or dismissive attitudes | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280912) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280913) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Avoiding frightening or distressing the consumer  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280723) |  |  |  |  |  |  |  |  |  |  |
|  The importance of facial expressions and smiling |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280726) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280729) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3280907) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281058) |
|  Right and wrong ways to touch consumers in a non-examination context |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  |  |
|  Avoiding overly assertive or aggressive approaches |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  |
|  Criticising work done by other health professionals |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3277053) |  |  |  |  |  |  |  |  |  |

#### Communication amongst health professionals

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| Videos categorised according to health profession or specialisation |
|  Teaching points and rubric elements | Scenario 1 | Scenario 2 | Scenario 3 | Scenario 4 | Scenario 5 | Scenario 6 |
|  Occupational therapy | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) |  |   |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Medical officer | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) |  |  |  |   |  |
|  Ambulance officer |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  |  |   |  |
|  Radiography |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  |  |   |  |
|  Sonography |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Radiology |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  |  |  |
|  Exercise physiology |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  |  |
|  Nursing |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Geriatrics |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Cardiology |  |  |  |  |   | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Pharmacy |  |  |  |  |   | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Physiotherapy |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |

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| Videos categorised according to element of communication  |
|  Teaching points and rubric elements | Scenario 1 | Scenario 2 | Scenario 3 | Scenario 4 | Scenario 5 | Scenario 6 |
|  Courteous initial approaches, including using correct titles  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Regard for others' time and 'busyness' | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Selecting appropriate places for professional interactions |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  |  |
|  Keeping conversations succinct and informative  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Respecting professional boundaries | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Using correct consumer names and details | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Acknowledging opinions and needs of other health care specialisations | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Giving concise and considered reasons and justifications for requests  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Making efforts to be positive and accommodate professional requests  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  |  |
|  Being fully prepared for professional interactions  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Constructively negotiating requests and requirements | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281045) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Recognising appropriate situations for upward or downward delegation and appropriate situations for initiative |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  |  |  |  |
|  Summarising points in a professional interaction |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
| Using appropriate terminology and language  |  |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Demonstrating high level professional interaction in front of consumers |  |  |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281051) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |
|  Using notes and written records to assist in communication |  |  |  [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) |  |
|  Closing down professional interactions appropriately |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281048) |  [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281049) |  | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281054) | [Δ](https://lo.unisa.edu.au/mod/page/view.php?id=3281056) |