#### 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) |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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) |