

For More Information

Articles:

Soliciting the Patient's Agenda: Have We Improved? M. Kim Marvel, Ph.D., Ronald M. Epstein, M.D., Kristine Flowers, M.D., Howard B. Beckman, M.D., *Journal of the American Medical Association*, January 10, 1999.

Improving Patient Communication in No Time, Ellen J. Belzer, MPA, *Family Practice Management*, May 1999.

Managing the Unmanageable: The Disruptive Physician, John-Henry Pfifferling, Ph.D. *Family Practice Management*, November/December 1997.

Problem Patients: A Fresh Look at an Old Vexation, Robert D. Gillette, M.D., *Family Practice Management*, July/August 2000.

Ethical Debates/Ethical Breaches, special report, *The Physician Executive-Journal of Medical Management*, March/April 2005.

Preparing Your Office for a Medical Emergency, Seth L. Toback, M.D., *Family Practice Management*, January 2005.

Books:

How Not to Be My Patient: A Physician's Secrets for Staying Healthy and Surviving Any Diagnosis, by Edward T. Creagan, M.D., HCI, 2003.

Marketing Your Clinical Practice Ethically, Effectively and Economically by Neil Baum, M.D., Jones & Bartlett Publishers, 2004.

Writing, Speaking, and Communication Skills for Health Professionals, by Stephanie Barnard, Kirk Hughes, Deborah St. James, Yale University Press, 2001.

Organization Ethics in Health Care, by E.M. Spencer, A. E. Mills, M.V. Rorty and P.H. Werhane, Oxford University Press, 2000.

Everyday Crisis Management: How to Think Like an Emergency Physician, by Mark L. Friedman, M.D., Archer-Ellison Publishing, 2002.

Ethical Choices: Case Studies for Medical Practice, edited by Lois Snyder, J.D., American College of Physicians, 2005.

Code of Medical Ethics, Current Opinions with Annotations, 2004-2005, American Medical Association.

Reports:

Health Literacy: A Prescription to End Confusion, Institute Of Medicine, edited by Lynn Nielsen-Bohlman, Allison M. Panzer, David A. Kindig, National Academies Press, 2004

Medication Regimens: Sources of Noncompliance, Office of the Inspector General of the Department of Health and Human Services, June 1990

Websites:

The Partnership for Clear Health Communication (www.askme3.org) is a national coalition of more than 100 organizations that are working together to promote awareness and solutions around the issue of low health literacy and its effect on health outcomes. The Partnership's Website offers free educational materials on health literacy aimed at patients and providers.

The American Medical Association's Website features a section on medical ethics, accessible through its main home page (www.ama-assn.org) by clicking first on "Professional Resources," then on "Medical Ethics." Or you can go directly to the ethics page by logging on to www.ama-assn.org/ama/pub/category/2416.html. The page features links to specific AMA policies on ethics and educational resources and programs.

The American Academy on Physician and Patient (www.physicianpatient.org) is a society devoted to research, education and professional standards in patient-doctor communication. The AAPP offers training courses and workshops on improving communications skills.

The American College of Physicians Foundation (www.foundation.acponline.org) sponsors a program called the Health

Communication Initiative, the goal of which is to “improve the quality of healthcare through enhanced communication, with emphasis on the aging population and those with chronic disease.” One part of that initiative is the Information Rx Project, which is a joint project of the ACP Foundation and the National Library of Medicine that seeks to help patients navigate health information on the Internet through Medline Plus. The Information Rx Project offers free prescription pads and other materials that can be used to direct patients to appropriate health information Websites.

The Website of the Program in Communication & Medicine at Northwestern University’s Feinberg School of Medicine (www.pcm.northwestern.edu) offers abstracts of relevant research on the role of communication in medical encounters, patient perspectives, medical education and information technology.