



Jordan University of Science and Technology
Faculty of Pharmacy
Pharmacy Department

PHAR573 Communication Skills In Pharmacy

Second Semester 2022-2023

Course Catalog

3 Credit Hours. This course discusses the proper communication skills in the pharmaceutical environment. The course also discusses the specific requirements for communicating with elderly and patient with special needs to provide distinguished and specialized pharmaceutical services. The course covers the communication skills used in education, development of creative services, supervision, resolving conflicts and dealing with different groups of the society

Text Book

Title	Communication skills in pharmacy practice
Author(s)	Robert S. Beardsley, Carole Kimberlin and William N. Tindal
Edition	7th Edition
Short Name	Ref 1
Other Information	

Course References

Short name	Book name	Author(s)	Edition	Other Information
Ref 2	Pharmacists talking with patients: A guide to patient counseling	Melanie J. Rantucci Lippincott Williams & Wilkins	2nd Edition	

Instructor

Name	Mrs. Rania Jammal
Office Location	P2 L-0
Office Hours	Mon : 14:30 - 16:00 Tue : 10:30 - 12:30 Wed : 14:30 - 16:00 Thu : 09:30 - 10:30
Email	rmjammal@just.edu.jo

Class Schedule & Room

Section 1:
Lecture Time: Mon : 17:00 - 18:30
Room: 150 منصة الكترونية

Tentative List of Topics Covered

Weeks	Topic	References
Week 1	Introduction and Syllabus Distribution	From Ref 2
Week 2	Patient-centered communication in pharmacy practice	From Ref 1, From Ref 2
Week 3	Principles and elements of interpersonal communication	From Ref 1, From Ref 2
Week 4	Nonverbal communication	From Ref 1

Week 5	Barriers to communication	From Ref 1
Week 5	Listening and empathic responding	From Ref 1
Week 6	Assertiveness	From Ref 1
Week 7	Assertiveness	From Ref 1
Week 8	Interviewing and assessment	From Ref 1
Week 9	Helping patient manage therapeutic regimens	From Ref 1
Weeks 10, 11	Medication safety and communication skills	From Ref 1
Week 12	Strategies to meet specific needs	From Ref 1
Week 13	Communicating with Children About Medicines	From Ref 1
Weeks 14, 15	The counseling session	From Ref 1, From Ref 2

Mapping of Course Outcomes to Program Student Outcomes	Course Outcome Weight (Out of 100%)	Assessment method
Describe the characteristics of patient-centered pharmaceutical care [1PLO3.3]	10%	Midterm Exam
Identify crucial nonverbal elements in communication, as well as environmental and personal barriers that affect the communication with patients. [1PLO3.6]	20%	Midterm Exam
Identify the crucial roles of effective listening and empathic communication in establishing effective, trusting relationships with the patients. [1PLO3.6]	10%	Midterm Exam
Explain the several aspects of assertiveness that will help to initiate effective communication and respond appropriately in conflict situations with patients, coworkers, physicians, and other health care professionals. [1PLO3.6]	10%	Final Exam
Examine the most common approaches in interviewing patients and assessing their needs to manage their therapeutic regimens [1PLO3.2]	20%	Final Exam
Identify the appropriate communication skills to enhance medication safety and to meet the needs of specific patient populations [1PLO3.2]	30%	Active Learning, Final Exam

Relationship to Program Student Outcomes (Out of 100%)															
PLO1.1	PLO2.1	PLO3.2	PLO3.3	PLO2.2	PLO2.3	PLO2.4	PLO3.1	PLO3.4	PLO3.5	PLO3.6	PLO4.1	PLO4.2	PLO4.3	PLO4.4	PLO5.1
		50	10							40					

Evaluation	
Assessment Tool	Weight
Midterm Exam	40%
Active Learning	20%
Final Exam	40%

Policy	
Communicating with Instructors:	Students should communicate through their official JUST emails. Communication through personal email accounts (yahoo, Gmail, Hotmail, etc.) or social media will NOT be accepted, and no response will be provided. Students are required to check their emails and the E-learning page of the course regularly for announcements and notifications.
Exams	All exams are closed books and notes. The final exam is comprehensive (covers all the material). The first, second, and midterm incomplete exams need approval from the departments' heads. The final incomplete exams need approval from the dean.

Cheating Prohibited	<p>The commitment of the acts of cheating and deceit such as copying during examinations, altering examinations for re-grade, plagiarism of homework assignments, and in any way representing the work of others as your own is dishonest and will not be tolerated. Standard JUST policy will be applied.</p> <p>المادة 7: إذا ضبط الطالب أثناء الامتحان أو الاختبار متلبساً بالغش فتوقع عليه العقوبات التالية مجتمعة: أ- اعتباره راسباً في ذلك الامتحان أو الاختبار. ب- إلغاء تسجيله في بقية المساقات المسجل لها في ذلك الفصل. ج- فصله من الجامعة لمدة فصل دراسي واحد، و هو الفصل التالي للفصل الذي ضبط فيه.</p>
Attendance	<p>Attendance is mandatory and will be recorded regularly. Excellent attendance is expected. Students who miss more than 20% of the classes will be dropped from the course as per JUST policy. If you miss class, it is your responsibility to find out about any announcements or assignments you may have missed.</p>
Withdrawal	<p>Last day to drop the course is before the twelve (12th) week of the current semester</p>
Virtual Classroom Etiquette	<p>Be on time to class. Be in a quiet place and comfortable space. Mute your microphone when you are not speaking. Turn on your video (optional). Raise your virtual hand should you have any questions or want to contribute to class discussion. It is the responsibility of students to secure internet connections for their online courses to avoid interruptions and inconvenience during class time.</p>
Email Etiquette	<p>Type your email in the body of the email NOT in the subject line. Provide a clear subject line. Keep it short and to the point, but not vague. Name, class, and what the email is specifically about should be in the subject line. Body of the email: Your emails should always start with a formal greeting like you would in a letter, be brief (one screen length), check your spelling/grammar/punctuation, use a professional font (not decorative), and include a salutation aligned with your message (Thank you or Sincerely). Avoid sending an email to your professor asking about grades or complaining about them. Schedule an appointment to meet in person to discuss areas for improvement if you have inquiries. Consider the impression your tone will make in the email. It is recommended waiting 24 hours before sending an email or responding to an email if you are emotionally charged. It is not appropriate to write in ALL CAPS. This conveys the impression that you are shouting at the recipient. Make sure you read and reread your email before sending it. Make sure your emails are grammatically correct, have proper titles, and are properly spelled. If you have multiple questions or the message runs long, you might consider revising the message or scheduling a face-to-face meeting. You should double-check your ATTACHMENTS. Refer to your attachments within the body of your email. It is advisable to avoid attaching large files and to consider sending the document as a PDF. Please allow sufficient time for a response. The sender and receiver should both allow sufficient time. As a rule of thumb, 24 work hours should be given. If sending emails after official work hours or during formal vacations, a delay in response is expected. Following that, if no response is received, you can follow up.</p>

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