

Medical Communication: Language, Culture, & Law

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www.fmu.ac.jp

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FMU treats international patients.

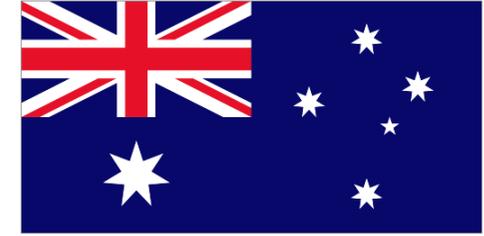
- > Medical history
- > Informed consent
- > Family communication
- > Professional communication

Language

- > Don't be afraid of English - in any form!
 - > British English
 - > Australian English
 - > American English
 - > Different, but understood



“Separated by a
common language”



- > Color
- > Fetus
- > Hemoglobin
- > Ob/Gyn

- > Colour
- > Foetus
- > Haemoglobin
- > O & G

Culture

- > We are united by the desire to help patients.
- > Modern times encourage brevity.
- > Let the first sentence of your letter make the reader eager to read the rest of the letter.

Law

Medical records, including
you letters, might be read by
lawyers, insurance
companies, patients, etc.

Law

- > Japan: 1 lawyer per 5,518 people
- > France: 1 lawyer per 1,363 people
- > Britain: 1 lawyer per 477 people
- > USA: 1 lawyer per 285 people

The Japan Times, FYI, 2008-03-18

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Sample Letters

- > The Sandospread Institute
 - > Patient Bjorn Tubivild
 - > Referred by Dr. Pettavel
 - > Examined by Drs. Cross and Adlaka
- > Island University Medical Center
 - > Patient Dr. Benjamin
 - > Hospitalized far from home

“I shared your impression that these symptoms suggested ABC disease...”

Be eager to agree with a referring physician!

Paragraph 2, Sentence 2

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“...but, like you, (I) was eager to seek another opinion.”

Paragraph 2, Sentence 2

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“Dr. Adlaka and I were fortunate to have examined Bjorn at a time when (symptoms) O and P could be observed.”

Paragraph 4, Sentence 2

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Even if colleagues
forget what we say,
they will remember
how we made them
feel.

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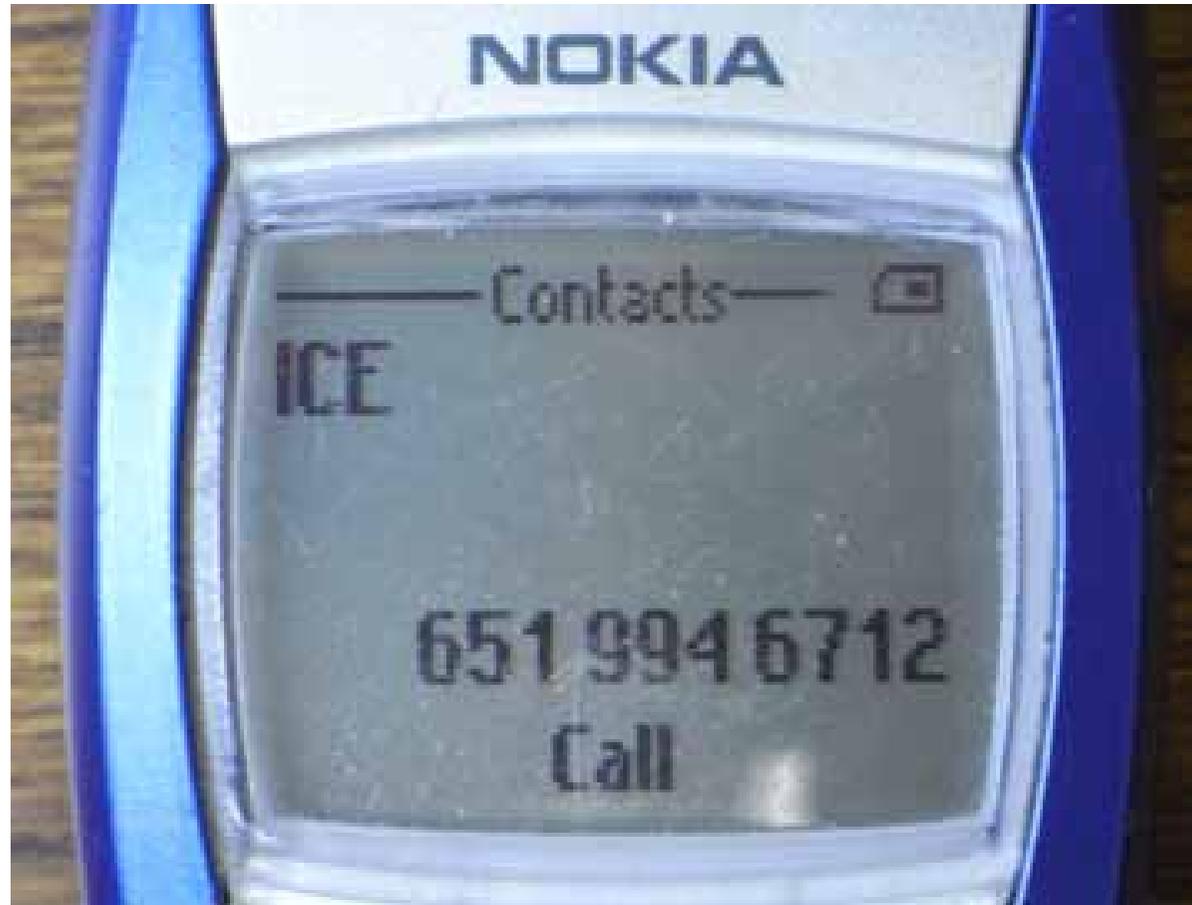
“As part of our investigation, an intern called Dr. Benjamin’s ICE number, and spoke with Mrs. Trophie Benz.”

What’s an ICE number?

Paragraph 3, Sentence 2

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ICE: In Case of Emergency



http://en.wikipedia.org/wiki/In_case_of_emergency

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ITU-T Recommendation E.123

- > 0nxxxx format in contact list
 - > n=number from 1 to 9
 - > xxxx=discription (any language)
- > For example
 - > 01wife
 - > 02doctor



<http://en.wikipedia.org/wiki/E.123>

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Are you prepared to have a
telephone conversation with a
patient's family member or
healthcare provider?

(You may discuss this in
your small group.)

“Please do not hesitate to call me at (number) if I can be of further help.”

Sometimes this means,
“Let’s talk privately.”

What is the clearly unspoken diagnosis in paragraph 3?

(You may discuss this in your small group.)



What about referring patients to
another institution?

Know what the referral center expects.

- > Check the website!
- > International patients OK?
 - > Visa, insurance, etc.
- > Do you know someone?
 - > Colleagues there?
 - > Alumni here?

International:

International Health Services

Founded more than 130 years ago, Children's Hospital Boston is the primary teaching hospital of [Harvard Medical School](#) and is an internationally renowned pediatric hospital that provides comprehensive, state-of-the-art medical care.

▶ For Families

Every year the International Center at Children's Hospital Boston services thousands of patients coming from over 150 countries by providing [personalized assistance](#), including medical and non-medical services.

- ▶ [Why choose Children's](#)
- ▶ [Services we provide](#)
- ▶ [How to become a patient](#)

▶ For International Physicians



[Children's ranked among top 2 Children's Hospitals in U.S.](#)



Hear from Dr. Mandell



At Children's Hospital Boston, we know that parents will literally go to

www.childrenshospital.org/

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Referral Form

Download a [physician referral form](#). Fill it in on your computer, print it out and fax it back.

The patient information that will be needed when making an appointment includes:

- » Patient's given name; if female, maiden name if available
- » Birth date
- » Mailing address
- » Insurance; worker's compensation, **medical legal**, HMO, no insurance
- » Referring physician's UPIN number
- » Diagnostic information; symptoms, tests performed, duration of patient's medical concern

www.mayoclinic.org/medicalprofs-rst/referring.html

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Alumni Patient Referrals

Mayo Clinic is committed to responding to all alumni patient referrals in an efficient and timely manner. Alumni who wish to refer a patient or patients from their practices should identify themselves as an alumnus/alumna when making the referral. This will assure that your request receives priority attention.

Tips for referring a patient

Please keep the following in mind as you consider making a patient referral:

- » Patients with back pain must meet Mayo Clinic triage criteria for an appointment. This triage will occur during the phone call. If the patient does not meet Mayo Clinic triage criteria for an appointment, alumni will be offered a consultation with a Mayo Clinic physician.
- » Patients with unsolvable, lingering chronic pain (longer than six months) are often not pleased with a referral to Mayo Clinic or their referring physician when no help can be offered.
- » Patients with chronic pain or those seeking a second opinion should be prepared ahead of time that there may be no further treatment options.

血液センター職員のモットー

- Better Donor Service
(よりよい献血者サービス)

- Better Patient Care
(よりよい患者へのケア)

- Better Professionalism
(より専門家であれ)

Dr. Sadayoshi Sekiguchi, 1933 - 1999

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