



Outpatient, Day Surgery and Ambulatory Care

By Peter Ellis

Wiley, 2009. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Contributors.Preface.1 Introduction (Lioba Howatson-Jones and Peter Ellis).The policy context.Aims and objectives of the book.Structure of the book.Acknowledgement.References.2 Communication and advocacy (Des Nolan and Peter Ellis).Introduction.Definition.Developing a therapeutic relationship.Developing interpersonal skills.Listening.Summarising.Reflecting back.Questioning techniques.Open questions.Closed questions.Probing questions.Multiple questions.Leading questions.Rhetorical questions.Non-verbal aspects.Patient advocacy.Patient empowerment.Informed consent.Summary.Glossary of terms.Websites.References.3 The development of outpatient and day services in primary care (Sarah Pye and Judith Parsons).Introduction.Definition.Reducing the demand for hospital-based services.Collaboration.Treating patients in their own homes.Future directions.Summary.Glossary of terms.Websites.References.Further reading.4 Outpatient nursing (Lioba Howatson-Jones).Introduction.Definition.Functions of outpatient services.Nature of new activity.Consultation.Access to diagnostics and investigations.Screening for day or elective admission.Teaching and learning.Nature of follow-up.Health education versus Health promotion.Communication.The nurse's role.Safety issues.Chaperoning.Role development.Patient choice.Referral and discharge.Summary.Acknowledgement.Glossary of terms.Websites.References.5 Minor injury and minor illness



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