Universidad de Navarra

Patient consultations

Teaching guide 2026-27

COURSE DESCRIPTION

This course is designed to teach Nursing Students how to conduct an interview with a patient in English. It follows a modern, patient-centric approach based on Gordon`s 11 functional patterns. Although the medical practitioner leads the dialogue, the patient is encouraged to share their ideas, concerns and expectations regarding their concerns. Course participants are therefore taught the subtleties and nuances of the interviewing technique which fosters rapport with, and empathy for, the patient's condition.

Annual Subject

ECTS: 3 (27 class hours)

Type of subject: Elective

Language of class: English

Target audience: 4th Year - Students of Nursing

Degree: Nursing

Module VI: Elective subjects

Teacher: Jacob Millman (jmillman@external.unav.es)

Time: Friday, 08:00 -09:40

Room: Aula 33, BBC

Start and finish dates: 2 October-27 November

* Additionally, sessions will be held on:

Tuesdays: 3, 10, 17 and 24 NOVEMBER 08:00 to 09:40 (same room)

Thursdays: 5 and 12 NOVEMBER 10:00-11:40 (same room)

Entry Requirements: All participants should have an upper-intermediate level of general English or above. If you have any doubts regarding this, contact your teacher directly.

LEARNING OUTCOMES (Competencies)

CG20 - Adquirir experiencia clínica adecuada en instituciones hospitalarias, centros de salud u otras instituciones sanitarias, bajo supervisión, así como conocimientos básicos de gestión clínica centrada en el paciente y utilización adecuada de pruebas, medicamentos y demás recursos del sistema sanitario.

CG23 - Comunicarse de modo efectivo y claro, tanto de forma oral como escrita, con los pacientes, los familiares, los medios de comunicación y otros profesionales.

CG24 - Establecer una buena comunicación interpersonal que capacite para dirigirse con eficiencia y empatía a los pacientes, a los familiares, medios de comunicación y otros profesionales.

CG06 - Desarrollar la práctica profesional con respeto a otros profesionales de la salud, adquiriendo habilidades de trabajo en equipo

CG07 - Comprender y reconocer la estructura y función normal del cuerpo humano, a nivel molecular, celular, tisular, orgánico y de sistemas, en las distintas etapas de la vida y en los dos sexos.

CG09 - Comprender y reconocer los efectos, mecanismos y manifestaciones de la enfermedad sobre la estructura y función del cuerpo humano

CG10 - Comprender y reconocer los agentes causantes y factores de riesgo que determinan los estados de salud y el desarrollo de la enfermedad.

CG15 - Tener capacidad para elaborar un juicio diagnóstico inicial y establecer una estrategia diagnóstica razonada.

CG17 - Establecer el diagnóstico, pronóstico y tratamiento, aplicando los principios basados en la mejor información posible y en condiciones de seguridad clínica.

CG38 - Ser capaz de desenvolverse en ámbitos científicos y clínicos internacionales para participar en una investigación traslacional en el campo de la biomedicina.

Competencias transversales implicadas en el curso

15. Obtener y elaborar una historia clínica que contenga toda la información relevante.

23. Escuchar con atención, obtener y sintetizar información pertinente acerca de los problemas que aquejan al enfermo y comprender el contenido de esta información.

24. Redactar historias clínicas y otros registros médicos de forma comprensible a terceros.

25. Comunicarse de modo efectivo y claro, tanto de forma oral como escrita, con los pacientes, los familiares, los medios de comunicación y otros profesionales

26. Establecer una buena comunicación interpersonal que capacite para dirigirse con eficiencia y empatía a los pacientes, a los familiares, medios de comunicación y otros profesionales.

41. Conocer los aspectos de la comunicación con pacientes, familiares y su entorno social: Modelos de relación clínica, entrevista, comunicación verbal, no verbal e interferencias.

42. Dar malas noticias. Redactar historias, informes, instrucciones y otros registros, de forma comprensible a pacientes, familiares y otros profesionales.

PROGRAMME

The course will cover the following topics:

A. Patient-Medical Practitioner Communication - The background

B. Getting Started with the Interview

C. Triggering the Patterns

D. Advanced Information Gathering

E. Past Medical, Family History & Social History

F. Exam Practice

In addition, course participants will learn

1. grammar for the formulation and appropriateness of the different question types
2. vocabulary related to medical terminology
3. how to navigate between medical terminology and their everyday equivalents

4. commonly used phrases, expressions and phrasal verbs

EDUCATIONAL ACTIVITIES

100 minute session per class, during the first semester of the academic year 2025-2026

- A wide range of pedagogical activity types will be employed, including individual, pair and group work
- Practical in-class role-playing sessions with reinforcing feedback loops

EVALUATION

The evaluation for the course will be based on the following sections:

A **written mid-term exam** consisting of a Listening (a nurse interviewing a patient), and Grammar and Vocabulary tasks (**25%** of the final grade).

A **final written exam** consisting of a Listening (a nurse interviewing a patient), and Grammar and Vocabulary (**25%** of the final grade):

- vocabulary exercises testing knowledge and use of key phrases used when taking a clinical history;

- a listening exercise based on a recording of a nurse-patient interview.

A **final oral exam** where the student will be expected to conduct an interview with a patient. Students will be evaluated both on their interviewing technique, the use of grammar and vocabulary, and the quality and accuracy of the written notes they take (**50%** of the final grade).

Mid-term exam: FRIDAY NOVEMBER 6th (during class time) - (Practice exam in class on November 5th)

Final written exam: FRIDAY NOVEMBER 27th (during class time) - the final day of class

Final oral exam (interviews): FRIDAY NOVEMBER 20th / TUESDAY NOVEMBER 24TH

ORDINARY CALL

The assessment of the above mentioned linguistic abilities in the ordinary call comprises four components: a **mid-term exam 25%** of the subject, a **final oral interview 50%** of the subject and a **final written exam 25%** of the subject. The dates are detailed below.

1. The in-person **mid-term** exam, takes place during the class period and consists of three parts: vocabulary, listening and grammar. This exam can only be taken once on the day and time stated. If the student does not sit the mid-term they forfeit the 25% grade for the course and receive a 0 for this component of the course.
2. The **final oral exam** will be an in-person, face-to-face **oral interview.** The grade for the interview is 50% of the final course. A no show to the interview will be awarded a 0 grade for this component of the course.
3. The **final written exam**, in-person and on paper and comprises three parts: listening, vocabulary and grammar. This exam can only be taken once on the day and time stated. If the student does not sit the exam they forfeit the 25% grade for the course and receive a 0 for this component of the course.

EXTRAORDINARY CALL

The extraordinary call consists of two components: a written exam 50% of the course grade and an oral exam 50% of the course grade.

1. The **written exam** is in-person, and will take place in **TBD***.** It consists of three sections: listening, grammar and vocabulary.
2. The **oral exam** is an in-person, face-to-face exam and will take place in **TBD***** after the written exam. The oral exam format is one student with one or two examining teachers.

To pass the extraordinary call, it is necessary to have a score of 50 or above of the accumulated total of the written and oral components.

The extraordinary call may be taken in the following scenarios:

- The student has failed the subject in December or has not taken the final exam in the ordinary call in December. In this case, the student must take the two components of the extraordinary call. There is no carry over of grades from coursework or semester assessment (mid-term).
- The student has requested to take the extraordinary call having been awarded a grade of 5 or higher in the ordinary call. In this case, the student must take the two components of the extraordinary call and the grade awarded for the extraordinary call will be the grade which corresponds to the course. The grade from the extraordinary call may be higher, equal to or lower (including fail) to the grade originally awarded at the ordinary call. It should be noted that once attendance to the extraordinary call has been requested they must sit the exam, if they do not take the exam (a no show) then the grade will be a "No Presentado" on their academic record and they will have to retake the subject the following academic year.

SPECIAL NEEDS

"Los estudiantes con necesidades educativas especiales deberán ponerse previamente en contacto con Dirección de Estudios de la Facultad de Enfermería para obtener la autorización correspondiente a las adaptaciones. Dicha autorización deberá ser enviada por el estudiante al profesor de la asignatura. Se recomienda realizar esta gestión al comienzo del cuatrimestre."

Students with special needs can be given 25% extra time in in-person written and oral exams. For this, students must submit a formal request to the faculty at the start of the semester and support their request with the necessary documentation.

EXTRAORDINARY CIRCUMSTANCES

Students who are subject to extraordinary circumstances (bereavement, hospitalisation, etc.) at the time of assessed activities (coursework, mid-terms, oral interviews, final exams) must communicate their situation to the faculty and course teacher as soon as possible. Their situation and assessment will be considered on a case by case basis.

CODE OF HONOUR

ATTENTION: Notice Regarding Academic Integrity Violations

This serves as a reminder that any attempt to engage in academic fraud, cheating, plagiarism, or any other form of dishonest conduct is a serious violation, as outlined in Title IV "Academic Disciplinary Regulations for Students" within the university's rules on conduct and coexistence at the University of Navarra.

Instances of plagiarism or cheating in coursework, exams, or other assessed tasks will result in a grade of 0 for the relevant component of the assessment.

OFFICE HOURS

Please contact me by email to make an appointment: lreid@unav.es

Instituto de Idiomas/Institute of Modern Languages, Planta -1, Ed. Amigos.

BIBLIOGRAPHY AND RESOURCES

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1. Course resources will be made available via ADI over the course of the semester.
2. Additional Grammar and Vocabulary exercises: CHECK YOUR ENGLISH VOCABULARY FOR MEDICINE (third edition), which can be found on the Internet.