COURSE OUTLINE

(1) GENERAL

SCHOOL	HEALTH & CARE SCIENCES		
ACADEMIC UNIT	BIOMEDICAL SCIENCES		
DIVISION	OPTICS & OPTOMETRY		
LEVEL OF STUDIES	UNDERGRADUATE		
COURSE CODE	8013	**SEMESTER**	8th
COURSE TITLE	COMMUNICATION SKILLS		

INDEPENDENT TEACHING ACTIVITIES *if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits*	**WEEKLY TEACHING HOURS**	**CREDITS**
Lectures	3	4
Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).		

COURSE TYPE *general background, special background, specialised general knowledge, skills development*	GENERAL BACKROUND
PREREQUISITE COURSES:	
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	Greek
IS THE COURSE OFFERED TO ERASMUS STUDENTS	No
COURSE WEBSITE (URL)	N/A

(2) LEARNING OUTCOMES

Learning outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.

Consult Appendix A

- *Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area*
- *Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B*
- *Guidelines for writing Learning Outcomes*

The course aims to understand how crucial it is and how important communication is in providing a patient's eye care.

Upon successful completion of the course the student will be able to:

- To be able to communicate successfully with the patient.
- To make the patient feel friendly and informed.
- To offer the patient confidence and comfort in order to monitor his worries, fears and to show his interest in the health of his eyesight.
- Ask the patient what he has noticed or how he feels and avoid words such as problem, injury or disease.
- Receive relevant information from the patient, including the conduct of clinical trials, recording the history.
- Receive from the patient a complete medical history with all ocular symptoms.
- Provide positive and optimistic relevant information to the patient, such as diagnosis, report findings and treatment advice.

- Be able to make information available to other collaborating vision professionals.

General Competences *Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma* *Supplement and appear below), at which of the following does the course aim?*	
Search for, analysis and synthesis of data and information, *with the use of the necessary technology* *Adapting to new situations* *Decision-making* *Working independently* *Team work* *Working in an international environment* *Working in an interdisciplinary environment* *Production of new research ideas*	*Project planning and management* *Respect for difference and multiculturalism* *Respect for the natural environment* *Showing social, professional and ethical responsibility and* *sensitivity to gender issues* *Criticism and self-criticism* *Production of free, creative and inductive thinking* *……* *Others…* *…….*
Working independently *Team work*	

(3) **SYLLABUS**

- Reception of the patient (arrangement of the reception area, welcome, creating a climate of trust).
- Open discussion for any complaints and symptoms.
- Obtaining a general medical and ophthalmological history.
- Keep notes while taking history.
- Organizing and recording a series of exams or tests.
- Informing the patient about the findings by giving relevant advice.
- Update on bad (for his health) test results.
- Patient compliance with treatment.
- Time management and disengagement from a "talkative" patient.
- Closing discussion and saying goodbye.

(4) TEACHING and LEARNING METHODS - EVALUATION

DELIVERY *Face-to-face, Distance learning, etc.*	Face to face.	
USE OF INFORMATION ANDCOMMUNICATIONS TECHNOLOGY *Use of ICT in teaching, laboratory education, communication with students*	Delivery of the syllabus is supported by e-class.	
TEACHING METHODS *The manner and methods of teaching are described in detail.* *Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.* *The student's study hours for each learning activity are given as well as the hours of non- directed study according to the principles of the ECTS*	***Activity***	***Semester workload***
	Lectures	39 hours
	Laboratory practice	
	Self study	61 hours
	Course total	*90 hours*
STUDENT PERFORMANCE EVALUATION *Description of the evaluation procedure* *Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open- ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other* *Specifically-defined evaluation criteria are given, and if and where they are accessible to students.*	Written assessment 100%	

(5) ATTACHED BIBLIOGRAPHY

- Suggested bibliography:

- Greek language
- Communication skills in Optometry - Dr. Aristides Chandrinou - Notes of the course - 2018
- Foreign language
- Clinical Communication Skills for Medicine, 4th Edition - Margaret Lloyd & Robert Bor & Lorraine M Noble Elsevier ISBN 9780702072130 - 2018
- Professional Communications in Eye Care, by Ellen Richter Ettinger Butterworth-Heinemann; 1 edition ISBN: 978-0750693066 - (1994)Foundations of Vision, B.A. Wandell, Sinauer Associates, Sunderland, 1995Pediatric ophthalmology and strabismus ,Strominger, M B. St. Louis, Mo. ; London : Mosby, 2008.