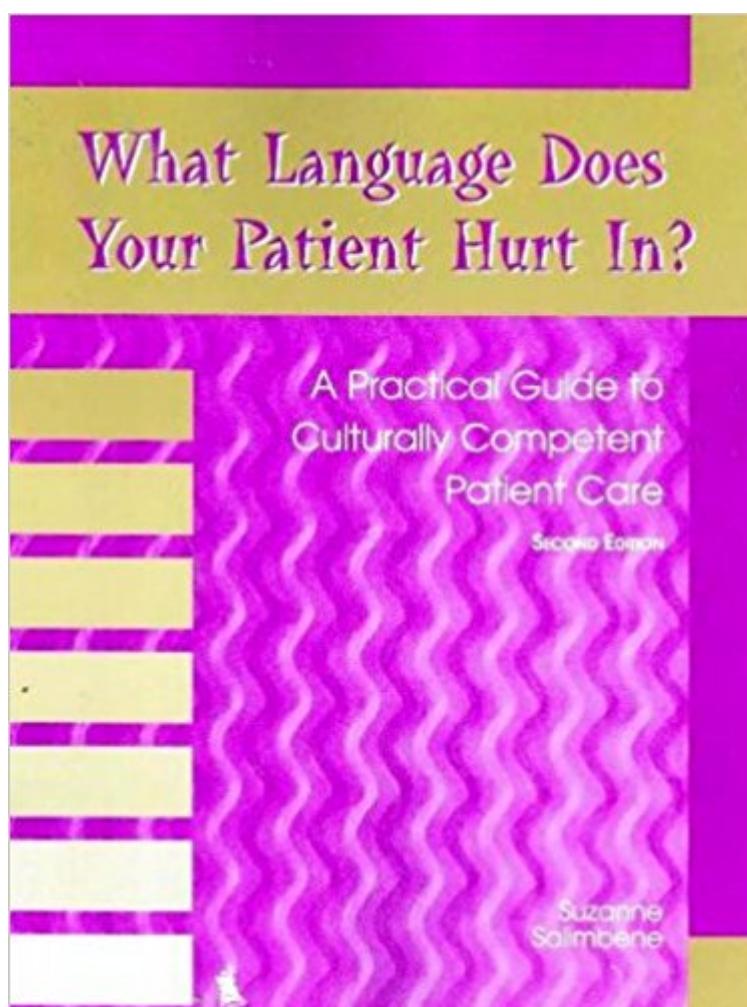


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# What Language Does Your Patient Hurt In? (Medical Assisting: A Commitment To Service-Administrative And Clinical Competencies)





## **Synopsis**

Paradigm's textbook focusing on cultural diversity gives students an insightful look at the different communication styles of prevalent immigrant groups with tips on how each culture relays and receives information. Predominant cultural attitudes toward illness death and dying. Helpful hints on how to avoid cultural taboos in healthcare delivery.

## **Book Information**

Series: Medical Assisting: a Commitment to Service-Administrative and Clinical Competencies

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## **Customer Reviews**

Suzanne Salimbene Inter-Face International Inc.

Since I got the book, I browse through to see what it is all about. What a revelation and the ideas it presented are very precise and very informative. It is a good reference book for any health care workers who would like to know and improve their understanding of their patients. It can also be applied in any situation not just the health care field. I recommend this book for people who will be working with multi-cultural or multi-ethnic groups.

brief generalized descriptions of other cultures. one of the better/best books I had to buy; not repetitive & full of fluff

Great reference for the medical field

Good book for teaching about language barriers in a medical office. This is one of the key components of being a good medical assistant.

Just as it was described!! Very happy with the purchase. I couldn't wait to start ready that book and it was right on time, I was very impressed when I got the book.

Good price

Very insightful.

This book has good intentions, but there seems to be no consistency in the style. With some groups, the author talks about "Health Risks"; with other groups, the author talks about "Health Problems and Concerns." There's no explanation for why some ethnic groups get a special mention while other ethnic groups are completely ignored. The tone of the book is very ethnocentric in that it assumes the reader is of the same cultural background of the author. The wording is very vague as well. For example, they mention "Customs for dating and marriage are much the same for Bosnians as they are for Europeans or Americans. . ." Exactly what does this mean? I'm not exactly sure what is customary since Europe and America are large places, and there seems to be a lot of diversity in marriage and dating customs. There are also a lack of cited references in the statements made. I wouldn't be surprised if the author interviewed one Iranian/Pole/Filipino/etc and based whole assumptions of a culture based on 1-2 informal interviews. The author also cites several research studies of questionable methodology (or maybe just summarizes them in unclear language) and does a poor job citing the resource so we can see for ourselves exactly what was involved in each study. Overall, I did not enjoy the book, nor did I think it was very helpful. The intentions are good, but there is a lot that can be improved for future editions.

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