



Medical Communication

1. IMPRINT

Academic Year	2025/2026
Department	Faculty of Medicine
Field of study	Medicine
Main scientific discipline	Medical sciences
Study Profile	General academic
Level of studies	Uniform MSc
Form of studies	Full time studies
Type of module / course	Obligatory
Form of verification of learning outcomes	Completion
Educational Unit / Educational Units	<p>Studium Psychologii Zdrowia [Department of Health Psychology (DHP)] – seminars and practicals (in-person classes) ul. Litewska 14/16, 00-575 Warszawa, Tel. +48 22 116 92 11</p> <p>Studium Komunikacji Medycznej [Department of Medical Communication (DMC)] – e-learning lectures ul. Litewska 14/16, 00-575 Warszawa, Tel. +48 22 116 92 270</p>
Head of Educational Unit / Heads of Educational Units	<p>DHP: Professor Dorota Włodarczyk, MA, PhD</p> <p>DMC: Antonina Doroszevska, MA, PhD</p>
Course coordinator	Magdalena Łazarewicz, MA, PhD magdalena.lazarewicz@wum.edu.pl
Person responsible for syllabus	Magdalena Łazarewicz, MA, PhD magdalena.lazarewicz@wum.edu.pl
Teachers	<p>Practicals:</p> <p>Magdalena Łazarewicz, MA, PhD (magdalena.lazarewicz@wum.edu.pl)</p> <p>Tomasz Duda, MA, PhD (Tomasz.duda@wum.edu.pl)</p> <p>Elżbieta Łazarewicz-Wyrzykowska, MA, PhD (ela.lazarewicz.wyrzykowska@gmail.com)</p> <p>Adrianna Wielgopolań, MA, PhD (adrianna.wielgopolan@psych.uw.edu.pl)</p> <p>E-learning lecture:</p> <p>Paulina Kumiega, MD (paulina.kumiega@wum.edu.pl)</p> <p>Adrianna Beczek, MD (adrianna.beczek@wum.edu.pl)</p>

2. BASIC INFORMATION

Year and semester of studies	II year, 1 st and 2 nd semester	Number of ECTS credits	2.00
FORMS OF CLASSES	Number of hours	ECTS credits calculation	
Contacting hours with academic teacher			
Lecture (L)	15 (e-learning)	0.6	
Seminar (S)	8	0.3	
Classes (C)	12	0.5	
e-learning (e-L)			
Practical classes (PC)			
Work placement (WP)			
Unassisted student's work			
Preparation for classes and completions	15	0.6	

3. COURSE OBJECTIVES

O1	Acquiring knowledge about the goals, principles and techniques of interpersonal communication.
O2	Learning methods to improve communication in medical practice and building a proper doctor-patient relationship.
O3	Learning and developing verbal and non-verbal communication skills in conversation with the patient.
O4	Development of knowledge and skills in collecting and transmitting information and building motivation for treatment and compliance with medical recommendations.
O5	Shaping the future doctor's attitude towards the patient based on respect, the right to autonomy, trust and empathy.

4. STANDARDS OF LEARNING – DETAILED DESCRIPTION OF EFFECTS OF LEARNING

Code and number of the effect of learning in accordance with standards of learning	Effects in the field of:
Knowledge – Graduate* knows and understands:	

D.W6	the concept of empathy and the phrases and behaviours used to express it
D.W7	the specificity and role of verbal (conscious message construction) and non-verbal communication

Skills– Graduate* is able to:

D.U7	develop and improve self-awareness, self-reflection and self-care, and reflect with others on their own way of communicating and behaving
D.U9	describe and critically evaluate their own behaviour and communication, taking into account the possibility of alternative behaviour
D.U10	use open and closed questions, paraphrase, clarification, internal and final summaries, signaling, active listening (e.g. capturing and recognizing signals sent by the interlocutor, verbal and nonverbal techniques) and facilitation (encouraging the interlocutor to speak) appropriate to the situation
D.U11	adapt verbal communication to the needs of the patient, expressing themselves clearly and avoiding medical jargon;
D.U12	recognise and analyse difficult situations and communication challenges, including crying, strong emotions, anxiety, interruptions, awkward and sensitive issues, silence, withdrawal, aggressive and demanding behaviour, and deal with them in a constructive manner
D.U13	establish contact with the patient and the person accompanying the patient in order to build an appropriate relationship (e.g. 4 Habits Model: Invest in the beginning, demonstrate empathy, Recognize the patient's perspective, Invest in the end)
D.U14	look at the situation from the patient's perspective, building an appropriate conversational context and using the elicitation method, and then incorporating this into the construction of verbal messages

* In appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019 „graduate”, not student is mentioned.

5. ADDITIONAL EFFECTS OF LEARNING *(non-compulsory)*

Number of effects of learning	Effects in the field of:
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Knowledge – Graduate knows and understands:

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Skills– Graduate is able to:

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Social Competencies – Graduate is ready for:

SC1	establishing and maintaining deep and respectful contact with the patient, as well as showing understanding for ideological and cultural differences
SC2	being guided by the patient's best interests
SC3	noticing and recognizing one's own limitations, making self-assessment of deficits and educational needs

6. CLASSES

Form of class	Class contents	Effects of Learning
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e-L	Functions of medical communication. Communication and patient satisfaction. The role of empathy in doctor-patient relationship. Methods of communication. Communication barriers and errors. Medical interview. Communication in medical team. Difficult conversations with patients. Motivational interviewing.	D.W6, D.W7, SC1, SC2
S1	The importance of communication for medical outcomes; basic rules of building a good doctor-patient/family relationship; showing respect and building rapport. Empathy and support - responding to patient's expectations and needs with empathy, eliciting and validating emotional state of patients during treatment process, providing emotional support to patients.	D.W6, D.U7, D.U9, D.U13, D.U14, SC1-SC3
S2	Goals and stages of medical consultation in the context of the doctor-patient relationship. Communication errors and methods to improve communication and empathy. Verbal and nonverbal aspects of communication; eliciting patient's perspective.	D.W7, D.U7, D.U9-D.U14, SC1-SC3
C1	Using communication techniques appropriate to the goals and stages of medical consultation, part 1	D.W6, D.W7, D.U7, D.U9-D.U14, SC1-SC3
C2	Using communication techniques appropriate to the goals and stages of medical consultation, part 2	D.W6, D.W7, D.U7, D.U9-D.U14, SC1-SC3
C3	Using communication techniques appropriate to the goals and stages of medical consultation, part 3	D.W6, D.W7, D.U7, D.U9-D.U14, SC1-SC3

7. LITERATURE

Obligatory

Materials provided withing the e-learning; PDF materials provided by the teacher during the course.

Supplementary

Silverman, J., Kurtz, S, Draper J (2008) Skills for Communicating with Patients. Radcliffe Publishing.

Lloyd, M., Bor R., Noble, L. (2019) Clinical Communication Skills for Medicine. Elsevier.

8. VERIFYING THE EFFECT OF LEARNING

Code of the course effect of learning	Ways of verifying the effect of learning	Completion criterion
D.W6, D.W7, D.U10, SC1, SC2	Completing the e-learning course and submitting the written exercise required in the e-learning course.	Completion criterion: 80% progress, 80% passing grades in tasks, submission of the obligatory written assignment and obtaining at least 51% of points in the written assessment
D.W6, D.W7, D.U7, D.U9-D.U14, SC1-SC3	Active participation and implementation of tasks during seminars and classes according to the rules specified by the instructor. Task report.	Correct execution of tasks. Correctly prepared report.

9. ADDITIONAL INFORMATION

E-learning lectures (Department of Medical Communication)

Medical Communication lectures are conducted entirely via e-learning (8 modules). They will be held from November 2025 (winter semester) by the Department of Medical Communication. Detailed information regarding the schedule, format, and deadlines for e-learning courses is available on the e-learning.wum.edu.pl platform.

After completing the e-learning lectures students are obliged to submit a final written assessment on the platform. All the information regarding the assessment can be found on the e-learning.wum.edu.pl platform.

Those who fail the e-learning course (by either failing the final assessment or failing to complete other criteria) are entitled to a second attempt. This involves preparing an extra written assignment on medical communication. All the information regarding the retake extra written assignment will be sent to whom it may concern by the e-learning coordinator after the first assessment deadline.

Contact information to the e-learning coordinator: Paulina Kumięga, MD, paulina.kumiega@wum.edu.pl

Seminars and classes (Department of Health Psychology)

Attendance: Students are expected to attend and actively participate in all seminars and classes. Only one excused absence is permitted during the course (doctors note must be provided). In the event of such an absence, students must make up the missed work. They should notify the instructor as soon as possible to determine the method for covering the missed material (specific tasks depending on the missed class).

Group changes (during seminars) or subgroup changes (during classes) are allowed only with prior approval from the course coordinator. Punctuality is essential. Arriving more than 15 minutes late will be counted as an absence and will require the student to complete additional task at the instructor's discretion, depending on the material missed.

To maintain a productive learning environment, students must turn off or silence all electronic devices that could disrupt the class.

Contact information to the course coordinator:

Magdalena Łazarewicz, MA, PhD
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The Department of Health Psychology runs the Psychological Students Science Club "Psyche" (in English) (contact information: magdalena.lazarewicz@wum.edu.pl).

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ATTENTION

The final 10 minutes of the last class of the block/semester/year should be allotted for students to fill out the Survey of Evaluation of Classes and Academic Teachers