Contents

1. Introduction to Hospital Patient Care Relationship Coordinator **1**

Allied Health Services *1* • Allied Healthcare Workers *2* • Hospital Patient Care Relationship Coordinator *3*

2. Anatomy and Physiology: Human Body **7**

Structure of Cell *7* • Functions of the Cell *8* • Cell Division *9* • Tissue Fluid *10* • Tissues *10* • Organs *12* • Systems *13* • Body Cavities *16* • Anatomical Divisions of the Body *16* • Clinical Divisions of the Abdomen *18* • Anatomical Divisions of the Back (Spinal Column) *18* • Planes of the Body *20* • Positional and Directional Terms of the Body *21*

3. Medical Terminology **22**

Objectives in Studying the Medical Language *22*

Chief Sources of Medical Words

Anglo-Saxon (Old English) *23* • Greeco-Roman (Greek and Latin) *23* • Arabic *23* • Modern German *23* • Colors *24* • Numerals *24*

Elements of Medical Terms

• Suffixes and Compounding Elements *25* • Roots *29* • Prefixes *33* • Common Abbreviations *36*

4. Laboratory Investigation Cookbook **39**

Description of the Laboratory and Radiological Investigations (Systemwise) *40* • Selected Diagnosis with Required Investigations *46* • Normal Values for Laboratory Investigations *62* • Urine Investigations *69* • Semen Analysis *71* • Cerebrospinal Fluid *72* • Variations of Investigation Values with Normal Values and Resulting Diagnoses *73*

5. Radiology **90**

X-rays *90* • X-radiation *92* • Photostimulable Phosphors *97*

6. Radiation Therapy **108**

Mechanism of Action *109* • Dose *110* • Effect on Different Types of Cancer *111* • Types of Radiation Therapy *112*

7. Optometry **121**

Background *121* • History *122*

8. Pharmacology **123**

Drugs *123* • Administration of Drugs *123*
• Classifications of Drugs *124*

9. Pharmacy **127**

Pharmacists *128* • Pharmacy Informatics *133*
• Issues in Pharmacy *133* • Future of Pharmacy *134*

10. Oncology **136**

Differences between the Malignant and Benign Neoplasm *136*
• Mixed Tissue Tumors *137* • Staging *137*
• Grading *137* • Cancer Treatment *138*

11. Psychiatry **140**

Psychiatry Disorders *141*

12. Medical Psychology **144**

Abnormal *144* • Clinical *145* • Cognitive *146*
• Community *147* • Comparative *147* • Counseling *148*
• Critical *148* • Developmental *148* • Educational *149*
• Evolutionary *149* • Forensic *150* • Global *150* • Health *150*
• Industrial/Organizational *151* • Occupational Health
Psychology *151* • Personality *152* • Quantitative *152*
• Mathematical Psychology *153* • Social Psychology *153*
• School Psychology *154* • Research Methods *154*
• Qualitative and Quantitative Research *155* • Practice *156*

13. Nursing Services **157**

Definitions *157* • Objectives *158* • Policies *159*
• Procedures *160* • Functions *161* • Professional
Nursing Practice *162* • Organization *162* • Documentation
of Records *164* • Performance Appraisals *172* • Problems *172*

14. Physical Therapy **173**

Specialty Areas *174* • Cardiopulmonary *174*
• Geriatric *175* • Neurological *175* • Orthopedic Physical
Therapy *175* • Pediatric Physical Therapy *176*
• Integumentary Physical Therapist *176*

15. Occupational Therapy **182**

Occupation *182* • Occupational Form *183*
• Occupational Performance *183* • Physical Health *184*
• Mental Health *187* • New Emerging Practice Areas for
Therapy *190* • Occupational Therapy Approaches *190*
• Activity Analysis *191* • Theoretical Frameworks *192*

• United States *193* • Challenges for Occupational Therapy *194*
• Occupational Therapy and International Classification of Functioning, Disability and Health *195* • Outpatient Department *196*

16. Nutrition **201**

Overview *201* • Nutrients *202* • Other Nutrients *211*
• Intestinal Bacterial Flora *214* • Advice and Guidance *215*
• Healthy Diets *217* • Sports Nutrition *218* • Processed Foods *224* • History *225* • Plant Nutrition *226*

17. Medical Social Work **232**

Qualifications *233* • Medical Social Worker's Profession *235*

18. Medical Records **237**

Role of Medical Records in Healthcare Delivery *237*
• Needs and Management of Medical Records Department *240*
• Standards for Medical Records Services *241*
• Hospital's General Rules and Regulations *243*
• Personnel Requirement and Job Description *268*

19. Public Relations **272**

Methods, Tools and Tactics *272* • Others *275*
• Hospital or Health Institution Public Relations *277*

20. Medical Secretarial Profession **278**

Succeeding in the Profession *278* • Professional Development *280* • Tools of the Profession *281*
• Competent Secretary *284* • Secretarial Specialties *288*
• Special Employment Situations *294* • Secretary's Day *295*
• Future *299* • Minutes of a Meeting *300*
• Office Memorandums *301*

21. The Patient **303**

Who, What, Why, How, When and Where of Patient Care *305*
• Patient Suicide *327*

22. Patient Safety and Satisfaction **333**

Background Information on Adverse Outcomes *333*
• Definition of Patient Safety *334* • Where the Safety of Patient is Affected? *334* • Why the Patient Safety is Affected? *334*
• Raising Rate of Litigation and Finance *336* • Studies on Patient Safety *336* • Tools Design to Prevent Errors and Adverse Events *337* • How it can help in Preventing Adverse Effect? *338*
• Patient Safety Solutions *340* • Patient Satisfaction *342*
• Relationship with the Care and Patient Satisfaction *343*
• Patient Experience with Caring Hospital Team *343*
• Frequently Asked Questions *346* • Communication Skills *346*
• The Young Professionals *347*

23. Communication Skills **351**
Telephone Techniques *351* • Office Mail *371*

24. Leadership **378**
Trust Building *381* • Effective Listening *381*
• Leadership Talk *383*

25. Motivation **385**

26. Terms and Definitions **391**

27. Electronic Health Record Terminology **414**
Glossary of Terms *414*

Index *421*