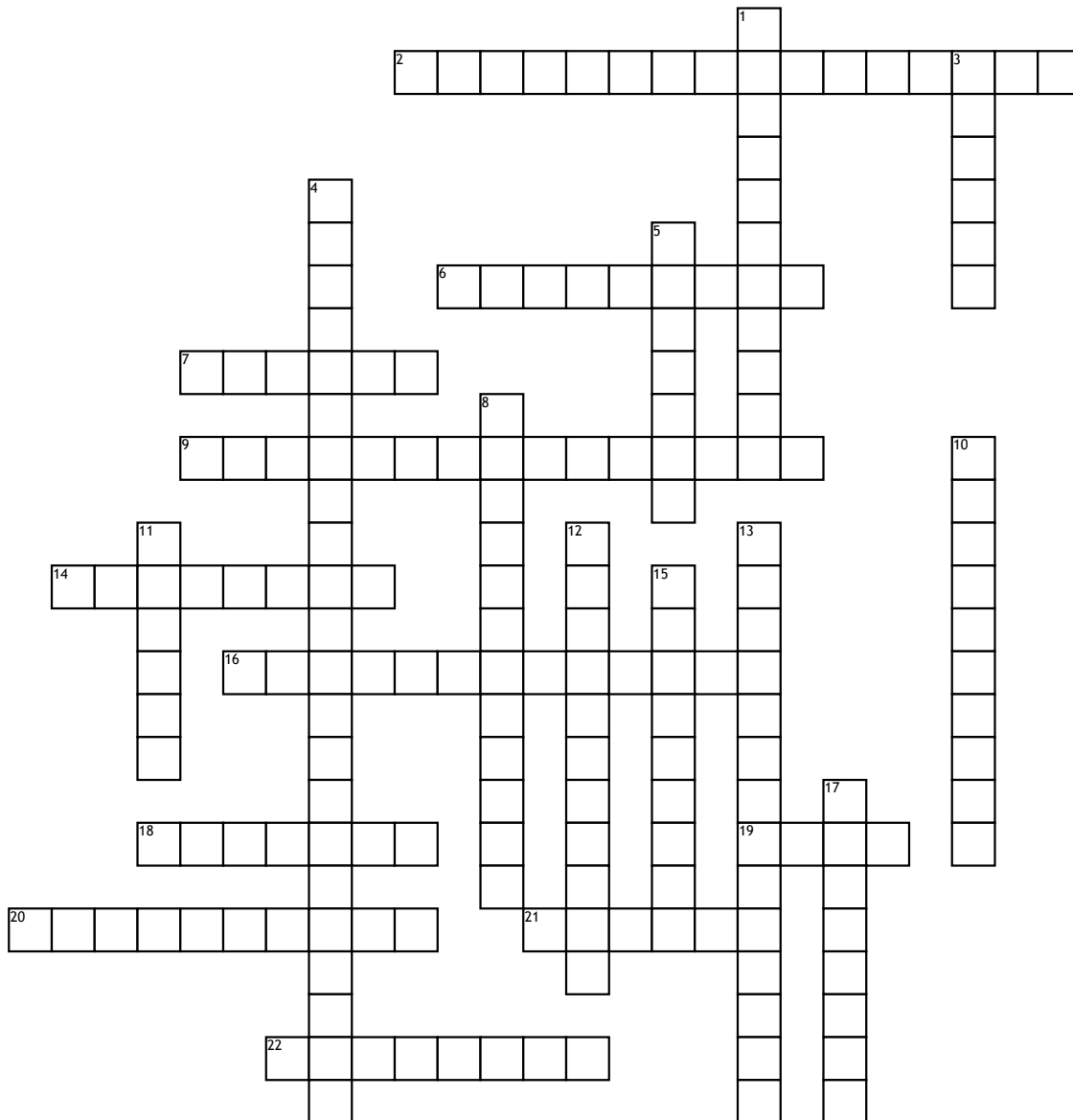


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# VR CHAPTER 8-



## Across

2. questions that provide definitive information  
 6. body language  
 7. communication \_\_\_\_\_ occur daily  
 9. most important part of communication particularly therapeutic  
 14. when the reciever sends back a message it is called  
 16. everyone feels this way  
 18. patient behavior such as smoking is limited value to the patient with lung cancer

19. situation, background, assessment, recommendation  
 20. trained to communicate in bullet points, providing key information  
 21. first component you need for effective communication  
 22. the spoken word is

## Down

1. talking in medical terms  
 3. \_\_\_\_\_ communication is where you the sender control situation  
 4. when you have a sender, message, method, receiver, and feed back is

5. pushing for information is  
 8. telling a patient what they should choose  
 10. making fun of  
 11. written or spoken word  
 12. these questions require a specific answer  
 13. stating everything will be ok is  
 15. questions where the patient responds in a way most meaningful to him or her  
 17. time needed to learn, recieve explantions from instructors, or follow staff orders