



كلية الصيدلة جامعة الزيتونة الأردنية
Faculty of Pharmacy
Al-Zaytoonah University of Jordan

" نحو تعليم صيدلاني متميز "
Toward Excellence in Pharmaceutical
Education

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" Tradition and Quality "

Detailed Course Description - Course Plan Development and Updating Procedures/ Pharmacy Department	QF02/0408-3.0E
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Faculty	Pharmacy	Department	Pharmacy
Course number	0201555	Course title	Pharmaceutical Communication Skills
Number of credit hours	3	Pre-requisite/co- requisite	Pharmacology 3

Brief course description

The course deals with the communication skills a pharmacist must possess during his/her provision of pharmaceutical care to patients within the pharmacy.

Course goals and learning outcomes	
Goal 1	Introducing students to patient-centered care.
Learning outcomes	1.1 The students must be able to understand how a pharmacist could enhance a patient's role in decision-making process regarding his/her treatment.
Goal 2	Introducing students to the principles and elements of interpersonal communication between the pharmacist, patient, and other health care providers.
Learning outcomes	2.1 The students must be able to understand how a pharmacist should communicate and deal with patients and other health care providers effectively for the benefit of a patient's quality of life.
Goal 3	Introducing students to the methods and strategies to help patients in their obtaining and using their medication for their treatment.
Learning outcomes	3.1 The students must be able to understand how a pharmacist can ensure patient's adherence, compliance, and understanding of the treatment regimen and the therapeutic goals and outcomes.
Textbook	1. Communication Skills in Pharmacy Practice / 5 th Edition
Supplementary references	-



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Course timeline				
Week	Number of hours	Course topics	Chapters (textbook)	Notes
01	1 1 1	Patient-Centered Communication in Pharmacy Practice	1	
02	1 1 1	Principles and Elements of Interpersonal Communication	2	
03	1 1 1	Nonverbal Communication	3	
04	1 1 1	Barriers to Communication	4	
05	1 1 1	Listening and Empathic Responding	5	
06	1 1 1	Assertiveness	6	
07	1 1 1	Interviewing and Assessment	7	
08	1 1 1	Helping Patients Manage Therapeutic Regimens	8	
09	1 1 1	Medication Safety and Communication Skills	9	
10	1 1 1			
11	1 1 1			
12	1 1 1			
13	1 1 1			
14	1 1 1			



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	1			
15	1 1 1			
16	1 1 1			

Theoretical course evaluation methods and weight	First exam 25% Second exam 25% Final exam 50%	Practical (clinical) course evaluation methods	-
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Approved by head of department		Date of approval	
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Extra information (to be updated every semester by corresponding faculty member)

Name of teacher	Dr. Osama Abusara	Office Number	405
Phone number (extension)	277	Email	o.abusara@zuj.edu.jo
Office hours	10:00-11:00 (Sunday, Tuesday, and Thursday) 10:30-12:30 (Monday and Wednesday)		