



# **FAMILY MEDICINE HANDBOOK**

*Editors*

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Gombak • 2022

First Print, 2022  
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IIUM Press is a member of the Majlis Penerbitan Ilmiah Malaysia - MAPIM  
(Malaysian Scholarly Publishing Council)  
Persatuan Penerbit Buku Malaysia - MABOPA  
(Malaysian Book Publishers Association)  
Membership No. - 201905

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Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

IIUM  
Press

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## CHAPTER 2

# COMMUNICATION SKILLS IN PRIMARY CARE

*Azwanis Abdul Hadi and Nurul Husna Azmi*

### Learning Objectives

1. Able to describe the importance of good communication skills in primary care consultation.
2. Able to apply the knowledge of the essential components in history taking.
3. Able to explain and practice the verbal and non-verbal techniques in history taking.

### Introduction

Apart from solid medical knowledge, a primary care physician must be equipped with good communication skills. One of the main advantages of having good communication skills is to make it easier for the physician and patient to connect in order to reach holistic medical management. History taking is a structured medical interview comprising several important components that a physician must cover. History taking is usually the main platform that a physician uses to communicate with patients. When history taking is combined with verbal and non-verbal techniques, hopefully, successful communication between a physician