

A practical guide to clinical communication with patients in the Serbian language

created by

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The ability to communicate with patients in their language is one of the basic prerequisites for the study of clinical medicine. It is difficult for foreign students to learn our language properly for many reasons. Therefore, based on our experience in examining patients, we have prepared this practical guide which we believe will help them to become more proficient in clinical - especially Internal medicine - communication. The guide follows the natural steps in a clinical examination. The text contains an example of a medical record.

Authors

About the project

The "Practical Guide to Clinical Communication with Patients" project was created by **Barbora Makešová** and **Jan Brož** in 2021. The aim is to facilitate clinical communication for students studying or doing internships in countries where a language other than their mother tongue is spoken.

About the authors

Anna Šmejkalová is a 5th year student at the Second Medical Faculty of Charles University. She was thrilled when she heard about the project and decided to use her knowledge of the languages she acquired as a child while living abroad with her family. She will do an Erasmus internship at the Medical Faculty of the University of Coimbra next year and believes that a practical guide such as this one would help every Erasmus or IFMSA student.

Barbora Makešová is a 6th year student of the Second Faculty of Medicine of Charles University. She also enjoys foreign languages, which she used during her studies on several clinical placements abroad and in the preparation of this text. In the context of medicine, she finds the field of Anaesthesiology and Intensive Care Medicine the most interesting so far.

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Example of taking patient history

Dobar dan gospodine/gospodjo _____, ja sam student ____ . godine i došao/došla sam da vas pitam nekoliko pitanja i da vas pregledam.
Ukupno će trajati oko 30 minuta/pola sata.
Ovaj pregled je deo mojih studija medicine.
Sedite/ležite udobno.

Good morning Mr./Mrs. _____, I am a __ year medical student. I came to ask you a few questions and examine you.
It will take approximately 30 minutes.
This examination is a part of my medical studies.
Please sit down/lie down, and make yourself comfortable.

«Lični podaci»

Kako se zovete?
Koliko imate godina? / Koje godine ste rođeni/rođena?

«Personal information»

What is your name?
How old are you? / What year were you born?

Gđa. J. N., rođ. 1943 (76 godina)

Mrs. J.N., born in 1943 (76 years)

«Kratak razlog i vreme prijema»

Kada su vas primili u bolnicu?
Kako ste stigli u bolnicu?
Da li ste došli sami ili vas je neko doveo?
Da li vas je dovela hitna pomoć?
Da li su vas primili na ovo odeljenje ili ste bili prvo drugde?

«Briefly cause and time of admission»

When were you admitted to the hospital?
How did you get to the hospital?
Did you come alone or did someone bring you?
Did you call an ambulance?
Were you admitted anywhere else before coming to this department?

«Razlog za prijem»

Prvo ću vas pitati: šta vas je ovde dovelo?

Kakve ste imali najizraženije tegobe? Kada je to počelo?

«Cause of admission»

Firstly, I would like to ask you: what is your reason for coming to the hospital?
What was your main complaint? When did it start?

Primljena na kliniku Interne medicine 12.04.2019 u 17 sati, zbog 2 sata bolova u grudima. Dovala ju je hitna pomoć koju je pozvala njena ćerka.

She was admitted to the Internal Medicine Clinic on April 12, 2019 at 5 pm for chest pain lasting 2 hours. She was brought by an emergency service, which was called by her daughter.

«Porodična anamneza»

Sada ću vas pitati o vašoj porodici...
Da li vaši roditelji žive?

ako da →

Koliko godina ima mama/tata?
Da li imaju zdravstvene probleme?

ako ne →

Sa koliko godina je umro otac/umrla majka?
Koji je bio uzrok smrti?
Imate li brata i sestru? Mlađi ili stariji?

«Family history»

Now I will ask you about your family ...
Are your parents alive?

if they do →

How old is your father/mother?
Do they have any health problems?

if they don't →

At what age did your father/mother pass away?
What was the cause of death?
Do you have any siblings? Younger or older?

Da li su zdravi?	Are they healthy?
Da li imate decu? Koliko?	Do you have children? How many?
Koliko imaju godina? / Koliko ima godina?	How old are they? / How old is he/she?
Da li neko u vašoj porodici ima dijabetes / visok krvni pritisak / psihijatrijsku bolest / rak ili neku drugu bolest?	Does anyone in your family have diabetes/hypertension/psychiatric disease/neoplastic or other disease?
Da li je neko imao srčani napad / moždani udar?	Has anyone in your family had a heart attack/stroke?

Porodična istorija:

Otac - umro u 65. godini od IM, hipertenzija, DM tip 2.
Majka - umrla je u 71. godini od generalizovanog raka dojke.
2 sestre - 68 godina, živa, stanje posle holecistektomije, i 72 godine, hipertenzija.
2 dece - ćerka, 45 godina, bronhijalna astma i sin, 40 godina, zdrav.

Family history:

Father - died at the age of 65 from MI, hypertension, DM type 2.
Mother - died at the age of 71 from generalized mammary carcinoma.
2 sisters – 68 years old, alive, condition after cholecystectomy, and 72 years old, hypertension.
2 children – daughter, 45 years old, bronchial asthma and son, 40 years old, healthy

«Socijalna anamneza»

Sada ću pitati za vaš posao...
Da li radite / Jeste li u penziji?
Od koje godine ste u penziji?
Šta je/bio vaš posao?
Da li je/ to bio sedeći / stresan posao?
Da li je/ to bio fizički posao?
Da li/imate zdravstvenih problema povezanih sa poslom?
Jeste li u braku?
Gde živite?
Da li živite u kući ili stanu?
Na kom spratu živite?
Imate li stepenice? Imate li lift?
Da li živite sami ili sa nekim?
Da li imate nekog kućnog ljubimca?

«Social history»

Now I will ask you about your work ...
Do you work? / Are you retired?
What year did you retire?
What is/was your occupation?
Is/was it sedentary/stressful?
Is/was it manual work?
Are there any health problems associated with it?

Are you married? (*asking man/woman*)
Where do you live?
Do you live in a house or a flat?
What floor do you live on?
Are there stairs? Is there an elevator?
Do you live alone or with someone?
Do you have any pets?

Socijalna anamneza:

Penzionerka (starosna), živi sama, udovica, stan na 4. spratu zgrade sa liftom.
Njena ćerka brine o njoj. Ranije je radila kao računovođa.

Social history:

Retired (old age), lives alone, widow, apartment on the 4th floor of a building with elevator. Her daughter takes care of her. She used to work as an accountant.

«Farmakološka anamneza»

Da li uzimate neke lekove?
Da li znate njihove nazive?
Koliko ih uzimate? Koliko često? Od kada?
Da li koristite neke dodatke ishrane / vitamine?

«Pharmacological anamnesis»

Are you taking any medication?
Do you remember the name of your drugs?
How many do you take? How often? Since when?
Are you taking any food supplements/vitamins?

Farmakološka anamneza:
Anopyrin 100mg 1-0-0
Vasocardin 50mg ½-0-½
Glucophage 500mg 1-0-1
Lipostat 20mg 0-0-1
Enap 5mg 1-0-1

«Alergijska anamneza»

Da li ste alergični na nešto?
Da li ste alergični na neku hranu / polen / antibiotike /
kontrastnu tečnost?
Kakva je bila alergijska reakcija?

«Allergic anamnesis»

Do you have any allergies?
Do you have an allergy to
food/pollen/antibiotics/contrast media?
What did the allergic reaction look like?

Alergije:
Penicilin: egzantema 1998. godine

Allergies:
Penicilin: exanthema in 1998

«Ginekološka anamneza»

Još moram da vas pitam za vašu ginekološku
anamnezu ...
U kom uzrastu ste dobili menstruaciju?
Imate li redovne menstruacije?
Kada ste poslednji put imali menstruaciju?
Da li ste imali menopauzu? Sa koliko godina?
Da li koristite terapiju zamene hormona?
Da li uzimate hormonsku antikoncepciju?
Koliko ste puta bili u drugom stanju?
Da li ste imali abortus/carski rez?

«Gynaecological anamnesis»

*I need to ask you about your gynaecological
anamnesis ...*
At what age did you get your first period?
Are you having your period regularly?
When was your last period?
Have you been through menopause? At what age?
Are you taking hormonal replacement therapy?
Are you taking hormonal contraceptives?
How many times have you been pregnant?
Have you had a miscarriage/caesarean section?

Gynekološka anamneza:
Menstruacija od 14 godina, 2 porođaja (od toga 1 carski rez), abortus 0, menopauza
od 55 godina, bez zamene hormona, redovni ginekološki pregledi (poslednji
07.2018)

Gynaecological history:
Menses since 14 years, 2 births (1 caesarean section), 0 miscarriage, menopause at
55 years, no hormone replacement, regular gynaecological check-ups (last one
07/2018)

«Lična anamneza»

Da li bolujete od nečega?
Od čega se lečite?
Da li imate visok krvni pritisak / dijabetes / visok
holesterol / loše varenje / poteškoće sa mokrenjem /
sa srcem /sa disanjem / sa štitnom žlezdom...?
Od kada?
Da li uzimate neke lekove?
Da li idete na redovne preglede?
Da li ste u prošlosti preležali tešku bolest?
Da li ste kao dete preležali uobičajene dečje bolesti?

«Personal history»

Do you suffer from any illness?
What are you being treated with?
Do you have hypertension/diabetes/high
cholesterol/indigestion/heart problems/difficulties
with breathing/thyroid problems...?
When did it start?
Are you getting any medication for it?
Do you get regular check-ups?
Have you had any serious disease in the past?
Did you have any common childhood diseases?

Da li ste ikada bili hospitalizovani?
Da li ste bili operisani?
Kada i od čega?
Da li ste imali povrede/prelome?
Sa koliko godina?

Have you ever been hospitalized?
Have you had any surgeries?
When and why?
Have you had any serious injuries/fractures?
At what age?

Da li ste nedavno smršali?
Koliko kilograma? U kolikom vremenskom periodu?
Da li je to bilo namerno? Da li ste držali neku dijetu?
Imate li apetit?
Da li imate redovnu stolicu?
Da li dobro vidite?
Da li nosite naočare?
Imate li problema sa sluhom?
Da li čujete isto na oba uha?

Have you lost/gained weight recently?
How many kilograms? In how long?
Was it deliberate? Were you on a diet?
What is your appetite like?
Do you have regular bowel movements?
Do you see well?
Do you wear glasses?
Do you have any problems with hearing?
Are both ears the same?

Abuzus:

Da li pušite? Koliko dugo?
Da li ste ikada pušili?
Kada ste prestali?
Koliko cigareta/kutija dnevno?
Da li pijete alkohol? Koliko često?
Da li pijete pivo / vino / žestoki alkohol?
Da li pijete kafu? Koliko kafe pijete dnevno?
Da li ste ikada koristili drogu?

Abusus:

Do you smoke? For how long?
Have you ever smoked?
When did you quit?
How many cigarettes/packets a day?
Do you drink alcohol? How often?
Do you drink beer/wine/hard liquor?
Do you drink coffee? How many cups a day?
Have you ever used illicit drugs?

Lična anamneza:

Uobičajene dečje bolesti.

Operacije: tonzilektomija 1955, apendektomija 1980, sectio caesarea 1979. godine

Povrede: pad 1989. sa prelomom distalnog radijusa.

Lečen od hipertenzije od 1990. godine.

Lečen od hiperholesterolemije od 1996.

DM tipa 2, dijagnostikovao 1998. godine, prvo kompenzovan ishranom, od 2005. oralna terapija

Donji zid IM 2009. godine, urađena PTA sa aplikacijom stenta.

Nije bolovala od bubrežnih, plućnih, neuroloških, ginekoloških, teških infektivnih bolesti, bolesti jetre ili drugih gastrointestinalnih bolesti. Cerebralni vaskularni udar 0. Stabilna telesna težina (86 kg, BMI 31).

Navike: bivši pušač - 20 cigareta dnevno, od 25 do 65 godina, prestala nakon srčanog udara. Alkohol 1 čaša vina mesečno. Nikada nije koristila i nekoristi droge, negira zloupotrebu lekova. Kafa jednom dnevno

Medical History:

Common childhood diseases.

Operations: tonsillectomy in 1955, appendectomy in 1980, sectio caesarea in 1979.

Injuries: fall in 1989 with distal radius fracture.

Since 1990 treated for hypertension.

Since 1996 treated for hypercholesterolaemia.

Type 2 DM, diagnosed in 1998, compensated with diet at first, since 2005 therapy with oral antidiabetics.

Inferior wall MI in 2009, PTA with stent placement.

No renal, pulmonary, neurological, gynaecological, infectious, hepatic or other gastrointestinal. CVA 0.

Body weight stable (86 kg, BMI 31, at age 20 she had a BMI of 25, at 50 it was 29).
Abusus: former smoker - 20 cigarettes per day, from 25 to 65 years, quit after heart
attack. Alcohol 1 glass of wine/month. Never used or abused illegal drugs, negates
medicinal drug abuse. Coffee 1x/day

«Sadašnja bolest»

Kada je tačno počelo? / Koliko dugo vas to muči?

Da li je to bilo ujutro / preko dana / uveče / noću?

Da li je počelo iznenada ili postepeno?

Šta ste pre toga jeli?

Da li ste imali temperaturu?

Da li vam se vrti u glavi?

Da li ste izgubili svest?

Da li ste imali slične probleme ranije?

Da li ste bili kod doktora zbog toga?

Da li ste uzimali neke lekove? Da li vam je to pomoglo?

Opis bolesti:

Da li vas nešto boli?

Gde boli? Da li je na jednom mestu ili veća površina?

Kada je počelo da vas boli?

Šta ste radili kada je počelo?

Da li je počelo iznenada ili postepeno?

Koliko već traje/ koliko je trajalo?

Da li vas budi noću?

Da li se bol negde širi?

Kada je bolje/gore?

Da li je bolje ujutru / uveče / posle obroka/jela / na prazan stomak?

Da li vam je bolje u nekoj poziciji?

Ima li uticaja fizički napor / kretanje?

Kako biste opisali bol?

Da li je oštar / tup / osećate pritisak / probada?

Koliko vas boli - od 1 do 10?

Da li ste uzimali lekove protiv bolova? Da li su vam pomogli?

Detaljan opis poteškoća po sistemima:

Gastrointestinalne:

Da li imate redovnu stolicu?

Koja je boja / konzistencija / frekvencija?

Da li je u stolici bila krv ili sluz?

Imate li apetit? Koliko jedete?

Da li vas boli stomak? Posle obroka ili na prazan stomak?

Da li imate poteškoća sa gutanjem ili bol prilikom gutanja?

«Current disease»

When exactly did it start? / How long has it been troubling you?

Was it in the morning/during the day/in the evening/at night?

Did it start abruptly or gradually?

What did you eat before?

Did you have a high temperature/fever?

Are you dizzy?

Were you unconscious?

Have you had similar problems in the past?

Have you visited a doctor because of it?

Did you take any medication? Did it help?

Describing pain:

Are you in any pain?

Where does it hurt? Is it one spot or a larger area?

When did the pain start?

What were you doing when the pain started?

Did it start suddenly or gradually?

How long does/did it hurt?

Does it wake you up at night?

Does the pain spread anywhere?

When does it get better/worse?

Is it better in the morning/in the evening/after meals/on an empty stomach?

Do you feel better in a particular position?

Do you have it during physical exercise/movement?

How would you describe the pain?

Is it sharp/dull/pressing/stinging?

How strong is the pain - on a scale from 1 to 10?

Did you take any painkillers? Did they help?

Detailed description of difficulties by systems:

Gastrointestinal:

Do you have regular bowel movements?

What is the colour/consistency/frequency?

Was there blood or mucus?

What about your appetite? How much do you eat?

Do you have stomachache? After eating or on an empty stomach?

Have you experienced odynophagia and dysphagia?

Da li imate proliv? Koliko puta dnevno?
Da li imate zatvor? Kada ste poslednji put imali stolicu?
Da li vam je muka?
Da li ste povraćali? Koliko puta?
Da li imate gorušicu?

Urogenitalne:

Da li imate problema sa mokrenjem?
Da li se budite zbog mokrenja?
Koliko često mokrite?
Da li vas boli pri mokrenju / morate li da žurite? Da li patite od inkontinencije?

Koje je boje vaša mokraća?
Da li ste primetili neki čudan miris?
Koliko tečnosti pijete dnevno?

Kardiovaskularne i respiratorne:

Da li dišete bez problema?
Koliko možete da hodate pre nego što se zadišete?

Da li imate problema sa disanjem kada ste mirni / hodate uzbrdo / idete uz stepenice?
Da li se budite noću zbog kratkog daha?
Da li koristite više jastuka za spavanje?
Da li kašljete / boli vas grlo / curi vam iz nosa / imate groznicu?

Da li iskašljavate šljajm?
Da li vas boli/ vas je bolelo u grudima? Koliko dugo bol traje?
Da li vas peče / pritiska / guši / ili probada?

Da li se bol negde širi?
Da li ste imali problema sa disanjem?
Da li je bilo bolje posle kratkog odmora?
Da li imate palpitacije/nepravilnosti?
Da li vam otiču noge? Da li su otoci simetrični?
Da li vas bole noge dok hodate?

Do you have diarrhoea? How many times a day?
Do you have constipation? When was the last time you passed stool?
Do you feel nauseous?
Did you vomit? How many times?
Do you get heartburn?

Urogenital:

Do you have any problems urinating?
Do you wake up because of urination?
How often do you urinate?
Is it painful/urgent? Do you suffer from incontinence?

What colour is your urine?
Have you noticed any strange odour?
How much fluids do you drink a day?

Cardiovascular and pulmonary:

Can you breathe well?
How far can you walk before you are short of breath?
Do you have difficulties also at rest/walking up the hill/up the stairs?
Do you wake up at night due to dyspnea?
Do you have to sleep with several pillows?
Do you have a cough/sore throat/cold/fever?

Do you cough up sputum?
Have you had chest pain? How long does the pain last?
Is the pain burning/pressurising/itching/stinging in nature?
Does the pain spread anywhere?
Did you have difficulty breathing when it happened?
Was it better after a short rest?
Do you get heart palpitations/irregularity?
Do your legs swell? Are the swellings symmetrical?
Do you have pain in your legs while walking?

Sadašnja bolest:

12.3. oko 15 časova počeo je u mirovanju retrosternalni, intenzivan, pritiskajući bol koji se je širio do grla i levog gornjeg ekstremiteta, praćen mučninom bez povraćanja, znojenjem i otežanim disanjem (sedela je u fotelji). Pacijentkinja je uzela 1 tabletu nitroglicerina ispod jezika i 1 tabletu aspirina, što joj je malo ublažilo bol, ali nije prestao. U 16:45 je njena ćerka zvala hitnu pomoć i posle je primljena na koronarnu jedinicu.

Nema drugih bolova, nema vrtoglavice, nije bila u nesvesti, ima apetit, redovna stolica, bez prisustva patologije, nema problema sa mokraćom.

Current complains:

On March 12, around 3 pm, she developed resting, intense, pressive retrosternal pain, with irradiation to the neck and left upper limb, accompanied by nausea without vomiting, sweating and shortness of breath (she was sitting in a chair). The patient took 1 tablet of Nitroglycerin under the tongue and 1 tablet of Aspirin, which relieved her pain somewhat, but it persisted. At 16:45, her daughter called the emergency and she was then admitted to the coronary care unit.

No other pain, no vertigo, she was not unconscious, appetite is good, stool is regular, no pathological admixture, and she urinates without difficulty.

familiar words you might hear from patients:

diabetes - "šećerna bolest"

hypertension - "visoki krvni pritisak"

CVA (stroke) - "cerebrovaskularni insult, moždani udar"

Physical examination

Sada ću da vas pregledam.

Postaviću vam nekoliko jednostavnih pitanja koja su uobičajeni deo pregleda.

Kako se zovete?

Znate li koji je danas datum?

Da li znate gde ste? U kom gradu/bolnici?

Fraze za upotrebu u toku pregleda pacijenta:

Opšte fraze:

Možete li molim vas da sednete / ustanete?

Prošetajte do vrata i nazad.

Stanite mirno.

Sada raširite malo noge i stojte tako.

Zatvorite oči i dignite ruke ispred sebe.

Ostanite malo ovako.

Okrenite se.

Raskopčajte košulju, molim.

Skinite košulju / pantalone / donji veš, molim vas.

Od čega imate ovaj ožiljak?

Da li mogu da vam izmerim puls?

Mogu li da vam izmerim krvni pritisak?

Glava i vrat:

Da li boli kada dodirnem/pritisnem ovde?

Podignite obrve. Namršтите se. Nasmejte se. napućite usta / zviždite.

Otvorite / zatvorite oči.

Ne pomerajte glavu i pratite moj prst.

Otvorite usta.

Isplazite jezik.

Progutajte. (pregled štitne žlezde)

Grudni koš:

Sedite.

Slušaću vaša pluća / srce.

Mogu li da vam podignem košulju?

Dišite normalno.

Udahnite/ izdahnite.

Zadržite vazduh.

Dišite duboko.

Pregled dojki je takođe deo kompletnog internog pregleda. Da li mogu da pregledam?

Abdomen:

Ležite na leđa.

Možete li skinuti pantalone/donji veš?

Savijte noge.

Now I will examine you.

I am going to ask you a few questions that are very simple and part of a regular examination.

What is your name?

Do you know what the date is today?

Do you know where you are? In which city/hospital?

Phrases to use when examining a patient:

General:

Can you please sit/stand?

Walk to the door and back.

Stand with your feet close together.

Now put your feet slightly apart and stand still.

Close your eyes and raise both your arms in front of you.

Stay like this for a while.

Turn around.

Please unbutton your shirt.

Take off your shirt/trousers/underwear, please.

Where did you get this scar?

Can I measure your heart rate?

Can I measure your blood pressure?

Head and neck:

Does it hurt when I tap/push here?

Lift your eyebrows. Frown. Smile. Purse your lips/whistle.

Open/close your eyes.

Do not move your head and watch my finger.

Open your mouth.

Stick out your tongue.

Swallow. (*thyroid gland examination*)

Thorax:

Sit up.

I will auscultate your lungs/heart.

Can I pull up your shirt?

Breathe calmly.

Inspire/Expire.

Hold your breath.

Take deep breaths.

A proper examination also includes a breast examination. Can I have it done?

Abdomen:

Lay on your back.

Can you pull your pants/underwear down?

Bend your legs.

Ispružite ruke uz telo
Pomerite se ovim malo dole / gore / u stranu.
Okrenite se na desnu / levu stranu.
Gde vas tačno boli stomak?
Sada ću vas kucati po stomaku.
Sada ću vam opipati stomak.
Recite mi ako vas nešto bude bolelo.
Deo kompletnog internog pregleda je i pregled
rektuma. Da li mogu da pregledam?

Kičma:

Nagnite se napred.
Nagnite se nazad
Nagnite se u stranu.

Ekstremiteti:

Zatvorite oči. Dodirnuću vam nogu. Recite mi kada i
gde osetite moj dodir.
Da li vas bole noge kada hodate?
Koliko daleko možete da hodate pre nego što osetite
bol?

Ratschow test:

Lezite na leđa i podignite noge.
Savijte nogu prema sebi i prema podlozi.
Recite mi kada osetite bol u listovima.
Sedite i pustite da vam noge vise sa kreveta.

Pozdravljane se pacijentom:

Hvala vam na saradnji, neka vam je uskoro bolje.
Prijatan dan, doviđenja.

Extend your arms along your body.
Move a bit up/down/to the side.
Turn to your right/left side.
Where exactly does your stomach hurt?
Now I will tap on your abdomen.
Now I will palpate your abdomen.
Tell me if this hurts.
A proper examination includes also an examination
of the rectum. Can I have it done?

Spine:

Lean forward.
Lean backward.
Lean to the side.

Limbs:

Close your eyes. I will touch your leg/foot. Tell me
when and where you feel my touch.
Do your legs hurt when walking?
What distance can you walk before you feel any
pain?

Ratschow test:

Lay on your back and lift your legs in the air.
Flex and extend your foot.
Tell me when you feel any pain in your calf.
Sit up and let your legs hang over the side of your
bed.

Saying goodbye to the patient:

Thank you for your cooperation, I hope you get
better soon. Have a nice day, goodbye.

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