

Danielle Ofri, MD

What
Patients
Say,What
Doctors
HearNarrated by **Ann M. Richardson**TITLE:
What Patients Say, What Doctors HearAUTHOR:
Danielle Ofri, MD, PhDREAD BY:
Ann M. RichardsonCLASSIFICATION:
NONFICTIONGENRES:
Health, Mind & Body / Medical / NonfictionLANGUAGE:
EnglishFORMAT:
UNABRIDGEDRUN TIME:
9 hours : 9 minutesRELEASE DATE:
November 9, 2017

MEDIA	ISBN	PRICE
8 Audio CDs	9781520090344	US \$34.99
1 MP3 CD	9781520090375	US \$24.99

"Her revealing doctor-patient stories often make her seem like the doctor that every patient wishes they had, and she draws on patient accounts to illustrate the problems that can arise in communication between doctor and patient. This book, however, goes far beyond Ofri's personal experiences with patients. She delves into the relevant research on communication, citing some ingenious experiments on listening...A much-needed, convincing argument that, regarding doctor-patient communication, the stakes are very high and that what patients say is all too often not what doctors hear-and vice versa."— *Library Journal*

What Patients Say, What Doctors Hear

by Danielle Ofri, MD, PhD

Read by Ann M. Richardson

How refocusing conversations between doctors and their patients can lead to better health

Despite modern medical advancements, such technologies are still secondary to medicine's most powerful diagnostic tool: a conversation. Accurate diagnosis and effective treatment still rely on a patient's ability to describe her symptoms, and a doctor's capacity to hear and correctly interpret them. It's not surprising then that this primary means of diagnosis can often go awry. The clash between a patient's storytelling and their doctor's search for a "chief complaint" can lead to frustration, a poor doctor-patient relationship, and potential medical errors. Though the gulf between what patients say and what doctors hear is often wide, Dr. Danielle Ofri proves that it doesn't have to be. She tells doctor-patient stories to identify barriers to productive communication, reports the latest research studies, and interviews scholars, doctors and patients explore how better communication can lead to better health outcomes.

AUTHOR

Danielle Ofri, MD, PhD, is an associate professor of medicine at the New York University School of Medicine and has cared for patients at New York's Bellevue Hospital for more than two decades. She is the critically acclaimed author of *What Doctors Feel: How Emotions Affect the Practice of Medicine*, *Singular Intimacies*, *Incidental Findings*, *Medicine in Translation*, and the e-book original volume *Intensive Care*.

READ BY

Ann M. Richardson was raised in the Midwest, where she was active in drama and singing. Her varied work experience has lent itself well to narration, as she's no stranger to the terminology used in wildlife management, veterinary medicine, pharmacy, education, and the automotive industry. A devoted volunteer for Learning Ally (formerly Recording For the Blind and Dyslexic), she has narrated numerous audiobooks in a wide variety of genres.