**Communication Skills for Health Care Providers**  
**Lesson 2 of 8**  
**Read Literal**

**Learning Objectives**

At the end of this lesson, you will be able to:

1. Follow directions in procedural guides.
2. Read and understand all chart information.

**Introduction**

Health Care Workers must have the ability to understand reading material at the work site. In this lesson we will review reading skills.

**Prescription for Understanding - Job Related**

To understand information in the reading material at the work site you must read the material and follow instructions correctly, as well as understand information from guides and charts. You must be able to:

1. Identify specific facts from the reading material.
2. Follow guides or instruction in the reading material.
3. Order and classify information to perform needed job duties.
**Example**

The following is a standard instructional guide found in the workplace.

**Five Basic Steps to Hand Washing**

1. Turn on faucet and wet hands with water, then add soap.

2. Use friction to generate lather and wash hands for at least 10 seconds.

3. Rinse well under a stream of water.

4. Dry hands thoroughly.

5. Turn off faucet with paper towel.

Use the above guide to answer the following question.

Example Question:

1. Do you dry your hands before you turn the water off?
   a. Yes
   b. No

   Correct Answer ⇒ a. Yes. Reading from the example, the last thing you would do is turn the water off.

**Skill Check**

Use the above guide to answer the following questions.

1. Do you add soap first when washing your hands?
   a. Yes
   b. No

2. How long do you rub your hands to generate lather?
   a. 10 seconds
   b. 20 seconds

3. Do you rinse your hands immediately after adding soap?
   a. Yes
   b. No
Let’s Apply to Your Workplace
Communications - Lesson 2 of 8

The following is a standard instructional guide found in the workplace.

The Cause and Spread of Communicable Diseases - Pathogens cause all communicable diseases. Bacteria and viruses are two types of pathogens. Bacteria reproduce quickly inside your body. Antibiotics kill bacteria. As viruses reproduce, they destroy cells. Antibiotics do not kill most viruses. Communicable diseases are spread in many ways.

1. Touching, hugging, or kissing a sick person can make you sick.

2. Using a sick person’s face towel, dish, cup, or other object can make you sick.

3. When a sick person coughs or sneezes, small drops filled with pathogens go into the air. You can get sick from breathing these small drops.

4. You can get sick from eating food that is not cooked or stored in the right way.

5. There are pathogens inside some animals and insects. When animals or insects bite you, those pathogens enter your blood and can cause disease.

6. Flies and other insects often carry pathogens on their bodies. You can get sick from eating food or using dishes and objects that flies have touched.

Use the above information to answer the following questions.

1. What causes communicable disease?
   a. Bacteria and viruses
   b. Antibodies
   c. Immune systems
   d. Vaccines
2. What causes you to get sick when around a sick person?
   a. Touching personal items
   b. Drinking from a cup used by that person
   c. Breathing air near a person who sneezes
   d. All the above

3. Flies infect you with disease by:
   a. Flying in the room
   b. Landing on a dish of food that you may eat
   c. Sneezing on your food
   d. Rubbing their legs together thus dropping off pathogens