

International Medical Graduates (IMGs) from non-English speaking backgrounds often face challenges in the area of language and communication in clinical situations when working in Australia.

The resources listed below have been developed to assist IMGs with these challenges.

DOCTORS SPEAK UP <https://doctorspeakup.com/>

Doctors Speak Up is a **free** on-line multimedia resource developed by the Medical Education Unit at the University of Melbourne, with support from the Victorian Department of Health and the Postgraduate Medical Council of Victoria.

Through this website you can watch videos of doctor-patient interactions and explore some of the communication and language issues involved. The site also includes a range of activities and explanations to help develop appropriate language and communication skills for the Australian medical context.

There are different ways to navigate through the site, either by case (alcohol, depression, sexual history, back pain) or by activity (communication, grammar, vocabulary or pronunciation).

VITAL TALK <https://www.vitaltalk.org/>

VitalTalk provides a range of **free** on-line communication resources that are organised into topics (or "tools") that all clinicians need. Within each tool are a series of related videos and access to "Quick Guides" to provide real-time support and reminders.



There is a **free** *VitalTalk Tips App* (for iPhone and Android) that has curated a special set of communication skill tips, focused on the moments where clinicians most often get stuck.

VitalTalk also offers more comprehensive training through online fee-paying courses.

ADVANCE MED <https://advancemed.com.au/careerdoctor/>

AdvanceMed is an initiative created by a team of doctors to provide career advice, planning and preparation among postgraduate medical trainees in Australia. It offers both face-to-face workshops and online Zoom coaching. Some resources are **free** and others range from \$250 to \$900 depending on duration and format.

COGNITIVE INSTITUTE – CLINICAL COMMUNICATION PROGRAMME

<https://www.cognitiveinstitute.org/courses/communicating-more-effectively/>

This is an intensive, interpersonal skills training program aimed at enhancing communication skills and creating significant behavioural change. Fees apply.

The program can help overcome a range of specific performance-related issues, including:

- o poor patient communication skills
- o professional standards for patient engagement and decision making

WORKSHOPS OFFERED BY MICHELLE TOWLE

Dr Michelle Towle is the THS Health Promotion Coordinator in Burnie. Michelle offers small group workshops for health professionals including a verbal communication workshop called *Communicate Clearly and Check Understanding* (3 hours + 1 hour follow up). This workshop focusses on learning and practicing skills around responding to emotion, asking open-ended questions, and checking patient understanding. For further information email michelle.towle@ths.tas.gov.au

ACCENTS

Speech pathologists can also offer individual coaching for pronunciation and accent correction to help your English to be better understood.

