

# Save the Date!

2011  
WRIISC  
WEBINAR  
SERIES



## MARCH 16<sup>th</sup> WEBINAR

Risk Communication and Communicating with Patients

Presented by Susan L. Santos, PhD, MS

Wednesday, 1:00pm to 2:30pm EST

### PURPOSE:

Provide VHA health care providers and administrative staff with an understanding of what Risk Communication is and why it is critical for effectively communicating with Veteran patients especially in situations of high concern regarding medically unexplained symptoms or deployment related exposures.

### PROGRAM SCHEDULE:

Introduction

Principles of Effective Risk Communication

The Importance of Active Listening Skills

Understanding Risk Perception and How it Impacts Communication

Building Trust and Credibility through Communication

Diffusing Difficult Situations

Q&A

### ACCESS:

**Register:** <https://vaww.trace.lrn.va.gov/registration/Default.asp?CourseID=5793>

**Join the Meeting:** <meet:sip:Constance.Singleton@va.gov;gruu;opaque=app:conf:focus:id:10652b578c7640aca91d921f444afa29%3Fconf-key=9807>

**For Audio:** Call VANTS: 800-767-1750, Access Code: 14821#, Conference ID: 63279011

**First-Time Users:** Check your system here: <http://go.microsoft.com/fwlink/?LinkId=90703>

**Troubleshooting:** Unable to join the meeting?

- ▶ Copy this address and paste into your web browser: <https://www.livemeeting.com/cc/vaes/join>
- ▶ Copy and paste the required information:  
Meeting ID: 10652b578c7640aca91d921f444afa29, Entry Code: 9807

### STAY TUNED FOR THESE PRESENTATIONS:

- ▶ **Pulmonary Effects of Combat Theater Exposures** –Ron Teichman, MD, MPH, FACP, FACOEM  
Tuesday, 5/24, 1:00pm EST
- ▶ **TBI and PTSD in Post-Deployment Veterans** –Steven Chao, MD, PhD, Marylene Cloitre, PhD, and Mylea Charvat, MS  
Monday, 6/27, 1:00pm EST

Second in a Series of Webinars Sponsored by the War Related Illness & Injury Study Center (WRIISC), Employee Education System, & the Office of Public Health and Environmental Hazards of the US Department of Veterans Affairs



<http://www.warrelatedillness.va.gov>

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