



Pharmacy Technician

Health Information Technology

Allied Health

Learning Solutions for Health Careers

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Enrich Your Program with Paradigm Education Solutions

As one of the nation's leading providers of health career course solutions in higher education, Paradigm is committed to enhancing the learning experience for students and easing course management for instructors like you.

We believe students learn most effectively through a combination of print and digital tools, so we accompany our textbooks with exceptional digital resources that help students master core content and strengthen their skills.

We also understand that your time is limited, which is why we offer a wealth of instructor support tools designed to make it as easy as possible for you to develop and manage a robust, engaging course.





Paradigm Offers New eBooks!

Now students can conveniently study anywhere, at any time, and on any device!

Paradigm's web-based eBooks:

- Are easy to use.
- Can be accessed for 180 days after activation.
- Display on all devices.
- Offer dynamic tools.



Ease Course Management with Paradigm's Instructor Resources!

Our supplemental resources give you flexibility to design your course to meet your students' needs.

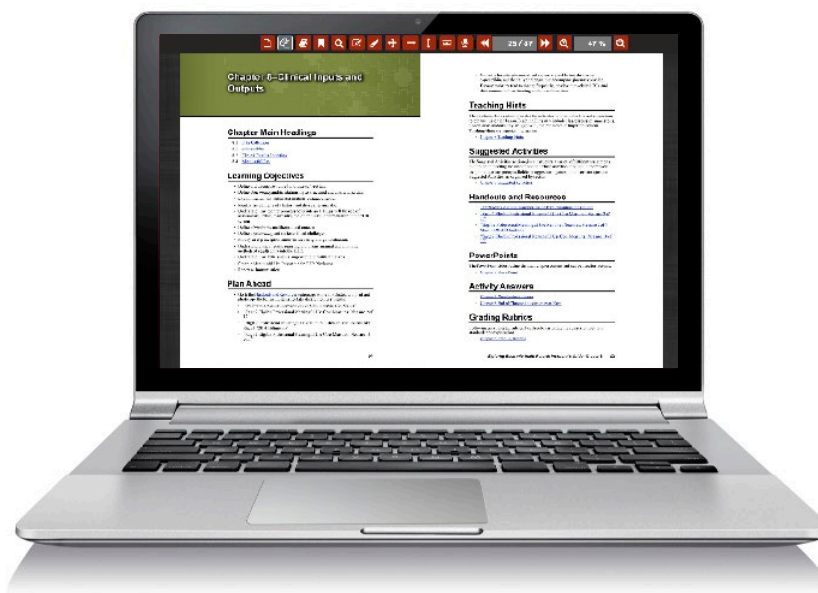
Instructor resources provide teaching tools such as:

- course-planning guidelines
- syllabus model answer
- activities
- PowerPoint presentations
- quizzes and exams
- handouts
- test banks

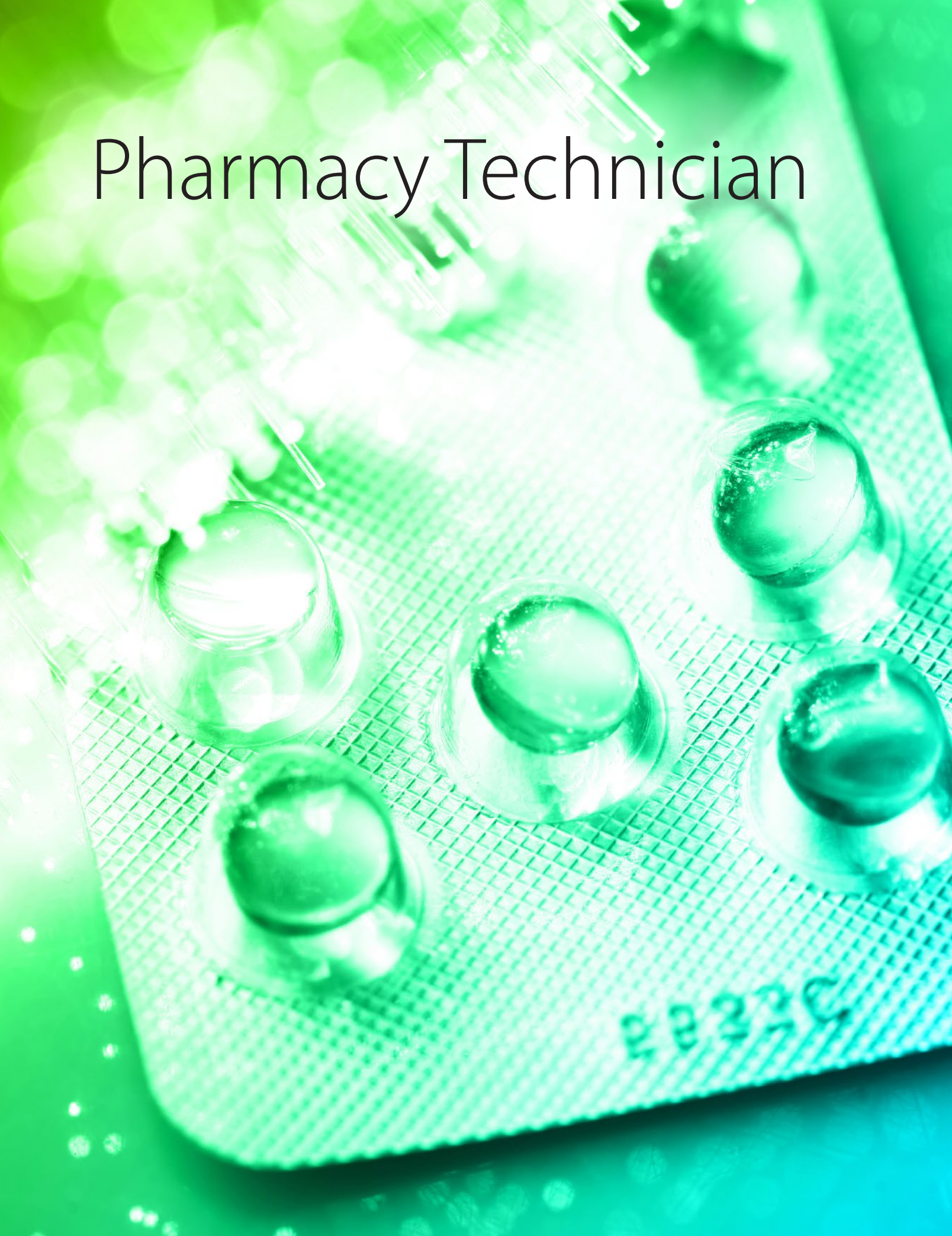
Access Paradigm's instructor resources easily through the *Course Navigator* or the Paradigm Bookshelf.

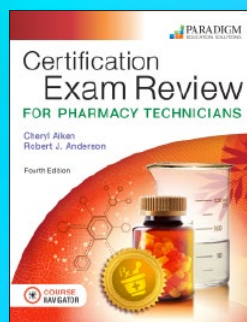
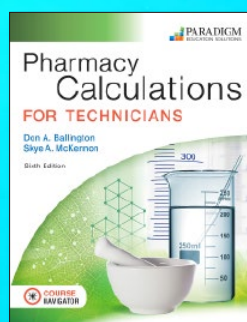
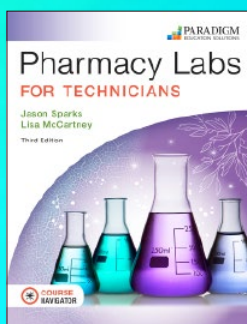
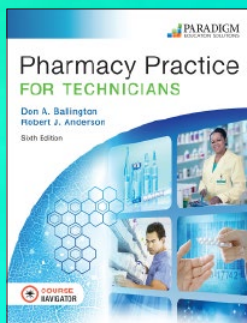
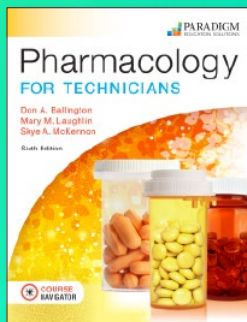
Paradigm's instructor resources are:

- Driven by feedback from educators like you.
- Content-rich, high-quality learning tools that enhance student learning and streamline course management.
- Developed with author collaboration.
- Intuitive and easy to navigate, saving instructors time and preventing frustration.
- Maintained with exceptional technical support 24/7.



Pharmacy Technician





*Timely. Comprehensive.
Unparalleled coverage.*

All brand-new editions!

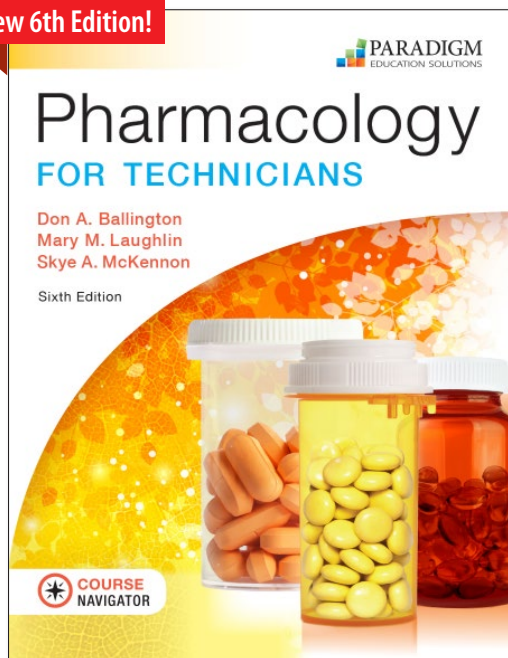
Paradigm's newest Pharmacy Technician Series titles:

- Prepare students to pass the recently revised PTCE exam and achieve certification.
- Aligns with ASHP's Model Curriculum for Pharmacy Technician Training.
- Provide the most accurate, up-to-date information available.
- Enhance student learning with bonus resources at no additional cost to students.
- Teach students how to behave professionally in a variety of pharmacy settings.
- Feature the expertise of authors who are actively engaged in the pharmacy technician field.
- Help programs fulfill accreditation requirements.

Each text includes access to
Paradigm's *Course Navigator*
learning management system.



New 6th Edition!



Pharmacology for Technicians, Sixth Edition

Don A. Ballington, Mary M. Laughlin, and Skye A. McKennon,
University of Washington School of Pharmacy

© 2017 | 682 pages

As the most in-depth pharmacology text designed specifically for pharmacy technicians, this title prepares students for a career in community, institutional, and other pharmacy settings. Students will develop a basic understanding of drug classes and the mechanisms of action for many drugs. They will also gain insight into why certain drugs are prescribed for particular disease states and obtain instruction for making informed, intelligent decisions when dispensing drugs. Includes an all-new drug guide and workbook, available in print or digitally!

New to the 6th edition!

- Section in each chapter exploring complementary and alternative therapies.
- New emphasis on professionalism and soft skills incorporated throughout.
- Integration with the *Course Navigator* learning management system provides quizzes, games, and flash cards.
- The Drug Guide is now available as an app! Find out more on p. 12.

CONTENTS

Unit 1. Introduction to Pharmacology

1. Evolution of Medicinal Drugs
2. Basic Concepts of Pharmacology
3. Dispensing Medications

Unit 2. Major Classes of Pharmaceutical Products I

4. Antibiotics and Antifungals
5. Therapy for Viral Infections and Immunizations
6. Anesthetics and Narcotics
7. Psychiatric and Related Drugs
8. Drugs for Central Nervous System Disorders
9. Respiratory Drugs

Unit 3. Major Classes of Pharmaceutical Products II

10. Drugs for Gastrointestinal and Related Diseases
11. Renal System Drugs
12. Drugs for Cardiovascular Diseases
13. Drugs for Muscle and Joint Diseases and Pain
14. Hormonal Disorders and Their Treatments
15. Topical, Ophthalmic, and Otic Medications

Unit 4. Chemotherapy and Miscellaneous Pharmaceutical Products

16. Recombinant Drugs and Chemotherapy
17. Vitamins, Electrolytes, Nutritional Status, Antidotes, and Bioterrorism

Appendix A. Most Commonly Prescribed Drugs

Appendix B. Top Drugs Administered in Hospitals

Appendix C. Common Look-Alike and Sound-Alike Medications

Appendix D. Medical and Pharmaceutical Abbreviations

STUDENT COURSEWARE

Text with eBook, Drug Guide eBook and Course Navigator, 6-month access	978-0-76387-090-4
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Text with eBook, Drug Guide eBook, eWorkbook, and Course Navigator, 6-month access	978-0-76387-091-1
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Text with eBook, Drug Guide, Workbook, and Course Navigator, 6-month access	978-0-76387-108-6
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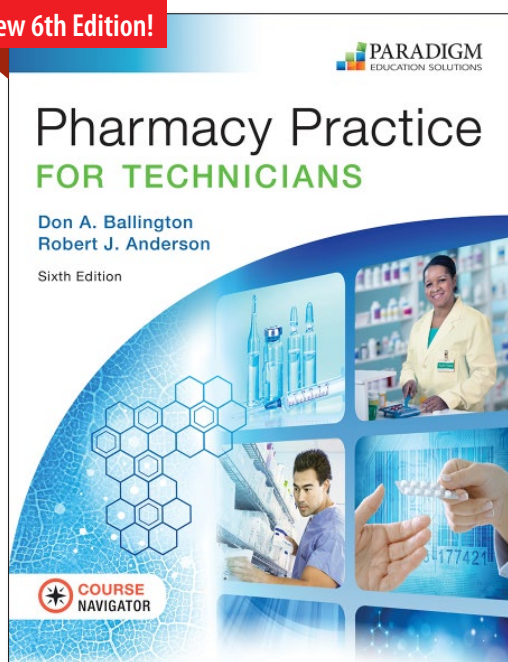
Workbook	978-0-76386-781-2
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eWorkbook (code via email)	978-0-76386-784-3
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Instructor resources are located on the *Course Navigator*.

**Additional packaging options available.
Visit ParadigmCollege.com.**

New 6th Edition!



Pharmacy Practice for Technicians, Sixth Edition

Don A. Ballington and Robert J. Anderson, Mercer University

© 2017 | 780 pages

Students receive comprehensive content on pharmacy technician practice along with coverage of business operations in a community pharmacy, professionalism and ethics in the workplace, and pharmacy careers. They will gain insight on healthcare reform, pharmacology, e-prescribing, informatics, pharmacy automation systems, medication safety initiatives, innovative drug delivery systems, and medication therapy management services.

New to the 6th edition!

- New emphasis on career opportunities and technicians' significant role on healthcare teams.
- Two new chapters! Introduction to Pharmacology and Healthcare and Drug.
- Correlation with new accreditation standards and USP Chapters <795>, <797>, and <800> (on hazardous compounding).
- Integration with the *Course Navigator* learning management system provides online practice and study aids, including multiple-choice quizzes, calculation and certification-exam practice problems, flash cards and games for studying key terms, drug names and indications, and essential concepts.

CONTENTS

Unit 1. Principles of Pharmacy Practice

1. The Profession of Pharmacy
2. Pharmacy Law, Regulations, and Standards
3. Drug and Supplement Development

Unit 2. Introduction to Pharmacy Skills

4. Pharmacology
5. Routes of Administration and Dosage Formulations
6. Pharmacy Measurements and Calculations

Unit 3. Community Pharmacy Practice

7. Community Pharmacy Dispensing
8. Healthcare and Prescription Drug Insurance
9. The Business of Community Pharmacy
10. Extemporaneous, Nonsterile Compounding

Unit 4. Institutional Pharmacy Practice

11. Hospital Pharmacy Dispensing
12. Infection Control and Cleanroom Facilities
13. Sterile and Hazardous Compounding

Unit 5. Professionalism in the Pharmacy

14. Medication Safety
15. Professional Performance, Communication, and Ethics
16. Your Future in Pharmacy

Appendix.

Common Pharmacy Abbreviations and Acronyms
Glossary
Index

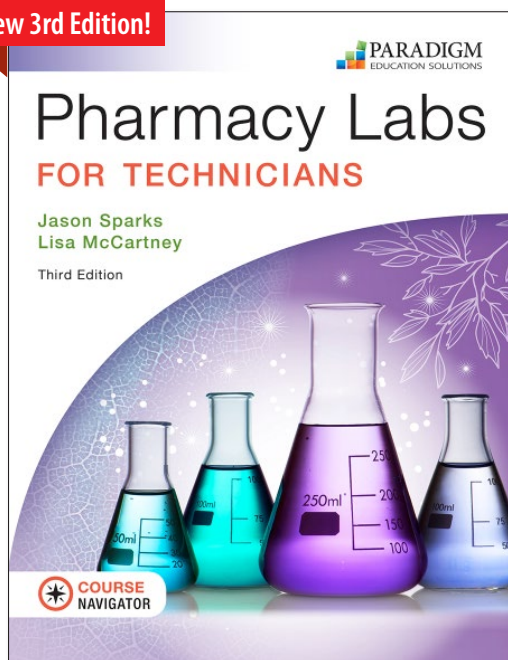
STUDENT COURSEWARE

Text with eBook and Course Navigator, 6-month access	978-0-76387-083-6
eBook and Course Navigator, 6-month access (codes via email)	978-0-76387-085-0
eBook and Course Navigator, 6-month access (codes via ground delivery)	978-0-76387-084-3

Instructor resources are located on the *Course Navigator*.

Package this title with *Pharmacy Labs for Technicians, Third Edition* for even more hands-on practice!

New 3rd Edition!



Pharmacy Labs for Technicians, Third Edition

Jason Sparks and Lisa McCartney, Austin Community College

© 2017 | 372 pages

Suitable for a stand-alone pharmacy lab course or for the lab portion of a pharmacy practice course, *Pharmacy Labs for Technicians* teaches students detailed lab procedures and skills using hands-on practice. Students learn both administrative and clinical procedures like filling prescriptions, compounding medications, and preparing sterile intravenous products.

New to the 3rd edition!

- All new, web-based guided NRx tutorials and live assessments (based on QS/1's nationally recognized pharmacy management software) give students realistic practice. Available on the *Course Navigator*.
- Five new labs align to updated model curriculum.



STUDENT COURSEWARE

Text with eBook and Course Navigator, 6-month access	978-0-76387-080-5
eBook and Course Navigator, 6-month access (codes via email)	978-0-76387-082-9
eBook and Course Navigator, 6-month access (codes via ground delivery)	978-0-76387-081-2

Instructor resources are located on the *Course Navigator*.

CONTENTS

Unit 1. Essential Pharmacy Skills

1. Using Drug References
2. Customer Service and Processing Transactions at the Cash Register
3. Validating DEA Numbers
4. Inventory Management

Unit 2. Community Pharmacy Practice

5. Reviewing a Patient Profile
6. Reviewing a Prescription Form
7. Reviewing a Filled Prescription
8. Entering Patient Data
9. Processing a Prescription
10. Processing a Refill
11. Obtaining Refill Authorization
12. Processing Third-Party Claims
13. Verifying Cash Pricing
14. Producing an Audit Log
15. Medication Therapy Management

Unit 3. Institutional Pharmacy Practice

16. Filling a 24 Hour Medication Cart
17. Filling and Checking Floor Stock
18. Filling and Recording Narcotic Floor Stock
19. Preparing Oral Syringes
20. Charging and Refilling a Crash Cart
21. Filling an Automated Drug Storage and Dispensing System
22. Processing a Medication Order
23. Medication Reconciliation

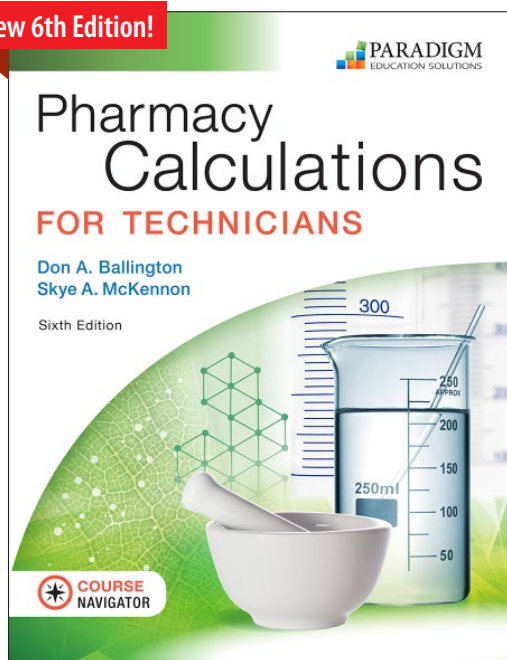
Unit 4. Non-Sterile Extemporaneous Compounding

24. Reconstituting Powders
25. Filling Capsules
26. Preparing Suspensions from Tablets
27. Preparing Suspensions from Capsules
28. Preparing Suspension Compounds
29. Preparing Creams, Ointments, Gels, and Pastes
30. Preparing Lozenges

Unit 5. Aseptic Technique

31. Garbing According to USP Chapter <797> Standards
32. Aseptic Hand Washing
33. Hood Cleaning
34. Preparing Large-Volume Parenteral Solutions
35. Preparing Small-Volume Parenteral Solutions
36. Preparing Sterile Powder Drug Vials
37. Using Ampules

New 6th Edition!



Pharmacy Calculations for Technicians, Sixth Edition

Don A. Ballington and Skye A. McKennon, University of Washington School of Pharmacy

© 2017 | 350 pages

With *Pharmacy Calculations for Technicians*, students learn the essential mathematics concepts and skills pharmacy technicians use on the job. Clear, complete examples and practice problems guide students in learning the skills required for calculating and preparing drug doses in both community and institutional pharmacy settings. Students are guided step-by-step through calculation methods, including ratio and proportion, dimensional analysis, and alligation.

New to the 6th edition!

- Integration with the *Course Navigator* learning management system enhances student learning with end-of-chapter exercises, student-practice and instructor-controlled assessments, PowerPoints, and additional interactive activities.



CONTENTS

1. Understanding Subdivisions of Numbers, Number Systems, Estimating, and Accuracy
 2. Using Ratios, Percents, and Proportions
 3. Developing Literacy Skills
 4. Applying Metric Measurements and Calculating Doses
 5. Using Household Measure in Pharmacy Calculations
 6. Preparing Injectable Medications
 7. Preparing Intravenous Medications
 8. Using Special Calculations in Compounding
 9. Using Business Math in the Pharmacy
 10. Understanding the Apothecary System
- Appendix A.** Answers to Problem Sets
- Appendix B.** Additional Practice with Fractions and Percents
- Appendix C.** Additional Practice with Compounding
- Appendix D.** Measures and Conversions

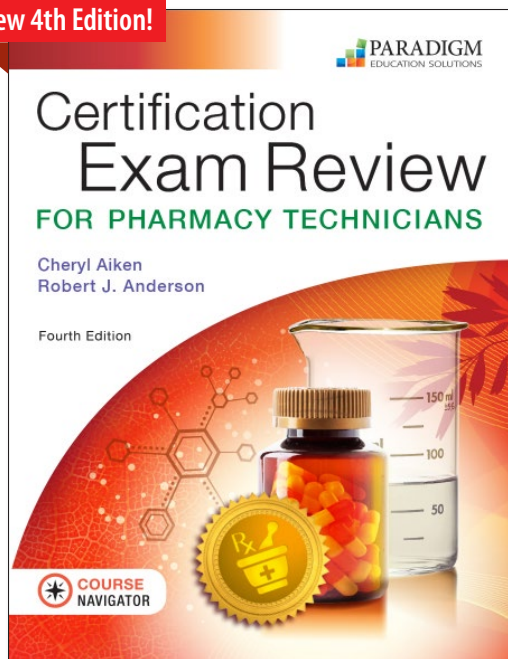
STUDENT COURSEWARE

Text with eBook and Course Navigator, 6-month access	978-0-76387-077-5
eBook and Course Navigator, 6-month access (codes via email)	978-0-76387-079-9
eBook and Course Navigator, 6-month access (codes via ground delivery)	978-0-76387-078-2

Instructor resources are located on the *Course Navigator*.



New 4th Edition!



Certification Exam Review, Fourth Edition

Cheryl Aiken and Robert J. Anderson, Mercer University

© 2017 | 256 pages

This textbook aligns with the nine knowledge domains identified by the national Pharmacy Technician Certification Board (PTCB) in developing the blueprint for the new Pharmacy Technician Certification Exam (PTCE). Students learn study and test-preparation tactics and tips for passing a high-stakes exam.

New to the 4th edition!

- Integration with the *Course Navigator* learning management system for access to:
 - A 90-question pretest and a 50-question calculations test on weights and measures, dosages, dilution, and more.
 - A 25-question pharmacology test that covers brand and generic drugs, reactions and interactions, auxiliary labeling, OTC medications, and dietary supplements.
 - Skills Quizzes for each chapter.



CONTENTS

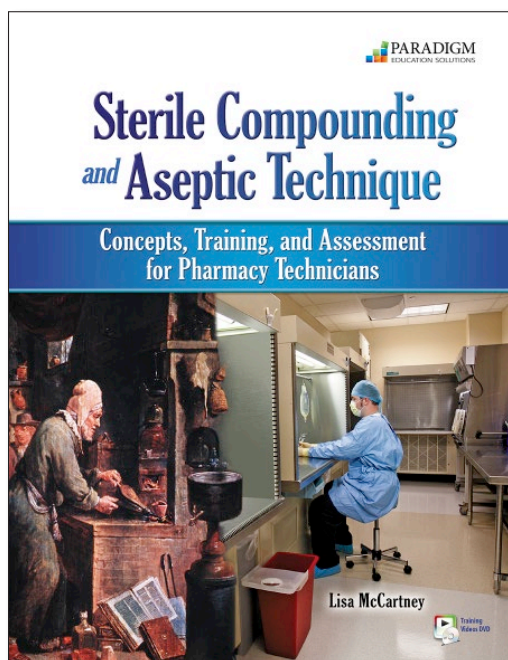
1. The Importance of Certification and Taking a High-Stakes Test
2. Pharmacy Calculations and Measurements
3. Pharmacology for Technicians
4. Pharmacy Law and Regulation
5. Nonsterile, Sterile, and Hazardous Compounding
6. Medication Safety and Ethics
7. Pharmacy Quality Assurance
8. Medication Order and Entry Process
9. Pharmacy Inventory Management
10. Pharmacy Billing and Reimbursement
11. Pharmacy Information System Usage and Application
- Appendix A.** Most Commonly Prescribed Drugs
- Appendix B.** Common Signs
- Appendix C.** Common Drug Interactions
- Appendix D.** Common Drug Misspellings and Mix-Ups

STUDENT COURSEWARE

Text with eBook and Course Navigator, 6-month access	978-0-76387-074-4
eBook and Course Navigator, 6-month access (codes via email)	978-0-76387-076-8
eBook and Course Navigator, 6-month access (codes via ground delivery)	978-0-76387-075-1

Instructor resources are located on the *Course Navigator*.





Sterile Compounding and Aseptic Technique

Lisa McCartney, Austin Community College

© 2012 | 600 pages

This text trains students in aseptic technique and its real-world applications in a sterile compounding facility. By combining the concepts foundation of a text and the skills practice of a training manual, students will learn concepts and procedures for preparing common parenteral products through clear, step-by-step instructions and brief video demonstrations of all procedural labs.

Sterile Compounding and Aseptic Technique:

- Aligns to USP Chapter <797> guidelines.
- Bundled with brief videos to help students visualize procedures for all sterile compounding tasks and pass process validation checklists.
- Prepares students to earn ACPE certification!

CONTENTS

Unit 1. Exploring the Basics of Sterile Compounding

1. Sterile Compounding as a Pharmacy Technician
2. The Sterile Compounding Environment
3. Sterile Compounding Supplies
4. Medication Orders and Labeling
5. Calculations for Sterile Compounding

Unit 2. Compounding Sterile Preparations

6. Aseptic Garbing, Hand Washing, and Gloving
7. Cleaning the Horizontal Laminar Airflow Hood
8. Large-Volume Parenteral Preparations
9. Small-Volume Parenteral Preparations
10. Ampule-Based Preparations
11. Narcotic Preparations
12. Pediatric Preparations
13. Total Parenteral Nutrition
14. Chemotherapy Products and Procedures

Appendix A. Student Answer Key for Concepts Self-Check

Appendix B. Useful Reference Tables

Appendix C. Resources for Chemotherapy Compounding

Appendix D. Process Validation Checklists

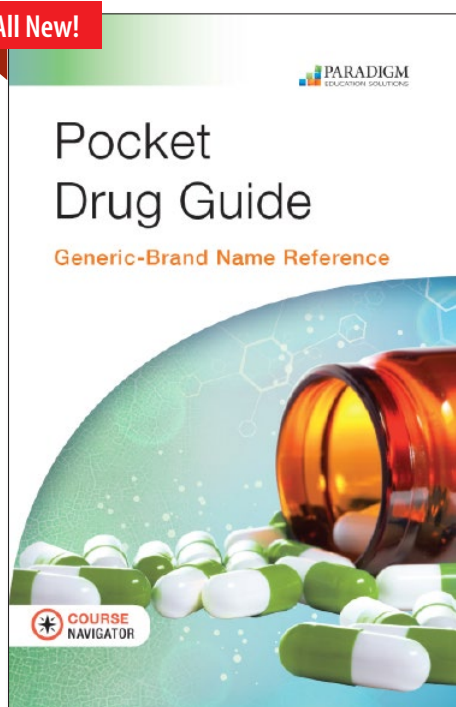
STUDENT COURSEWARE

Text with Student Resources DVD	978-0-76384-083-9
eBook and Student Resources DVD, 6-month access (codes via ground delivery)	978-0-76385-990-9

INSTRUCTOR RESOURCES

Instructor's Guide with ExamView® Assessment Suite (print and DVD)	978-0-76384-085-3
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All New!



1. In print! Pocket Drug Guide

© 2017 | 100 pages

2. Get the app!

Available for purchase from iTunes and Google Play for only \$5.95!

3. eBook on the Paradigm Bookshelf

PACKAGE ANY OF THESE FORMATS WITH YOUR COURSE TEXT!

Paradigm's Drug Guide (Print)	978-0-7638-6855-0
Paradigm's Drug Guide (App)	Visit iTunes or Google Play
eBook, 6-month access (code via email)	978-0-7638-6852-9
eBook, 6-month access (code via ground delivery)	978-0-7638-6853-6

Paradigm's all-new Pocket Drug Guide is now available in 3 formats.

Choose the one that works best for your students.

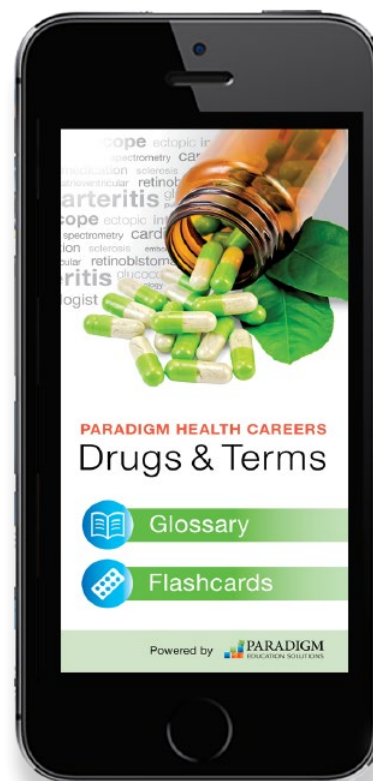
An ideal tool for students enrolled in health career courses, the *Pocket Drug Guide* provides students with a quick, convenient reference for learning generic and brand name drugs and terms. A full glossary allows students to search by generic or brand name or by common use.

Available in print or as an eBook, the Pocket Drug Guide identifies nearly 1,000 drugs and terms.

Paradigm's Health Career Drugs and Terms App identifies more than 3,000 drugs and terms. Students are able to:

- Search the terms database by drug class or body system.
- Use flashcards included in the app to review Schedule II drug classes and common medical terminology.
- Create their own flashcards to practice identifying drugs and terms.

This app also offers audio functionality to help students master pronunciation.



Previous editions of the Pharmacy Technician Series



COURSEWARE

Pharmacology for Technicians, Fifth Edition

Text with Study Partner CD, Pocket Drug Guide, and Workbook	978-0-7638-5234-4
Text with Study Partner CD and Pocket Drug Guide	978-0-7638-5233-7
Instructor's Guide with ExamView® Assessment Suite (print and CD)	978-0-7638-5235-1

Pharmacology Essentials for Technicians

Text with Study Partner CD	978-0-76383-870-6
Instructor's Guide with ExamView® Assessment Suite (print and CD)	978-0-7638-3868-3

Pharmacy Practice for Technicians, Fifth Edition

Text with Study Partner CD	978-0-7638-5226-9
Instructor's Guide with ExamView® Assessment Suite (print and CD)	978-0-7638-5227-6

Pharmacy Calculations for Technicians, Fifth Edition

Text with Study Partner CD	978-0-7638-5221-4
Instructor's Guide with ExamView® Assessment Suite (print and CD)	978-0-7638-5222-1

Pharmacy Labs for Technicians, Second Edition

Text with NRx Simulation Software CD	978-0-7638-5239-9
Instructor's Guide with ExamView® Assessment Suite (print and CD)	978-0-7638-5240-5

Certification Exam Review for Pharmacy Technicians, Third Edition

Text with Study Partner CD	978-0-7638-5217-7
Instructor resources are located at www.ParadigmCollege.net/ExamReview3e	



Health Information Technology



Paradigm's Health Information Technology Series prepares students for success in the rapidly growing healthcare field.

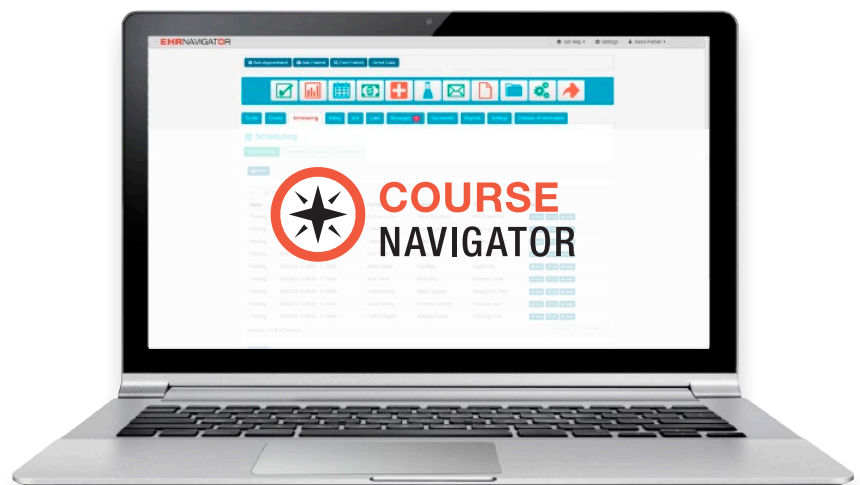
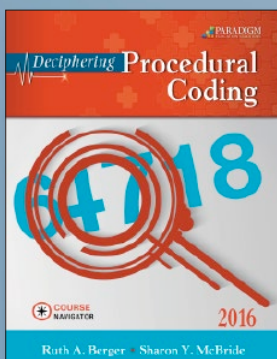
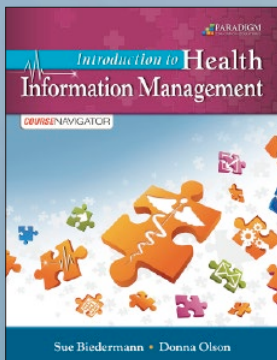
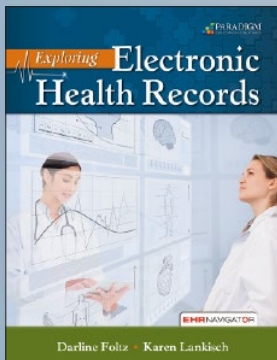
Comprehensive texts and digital solutions help students learn the skills they need to pass certification exams and get the job.

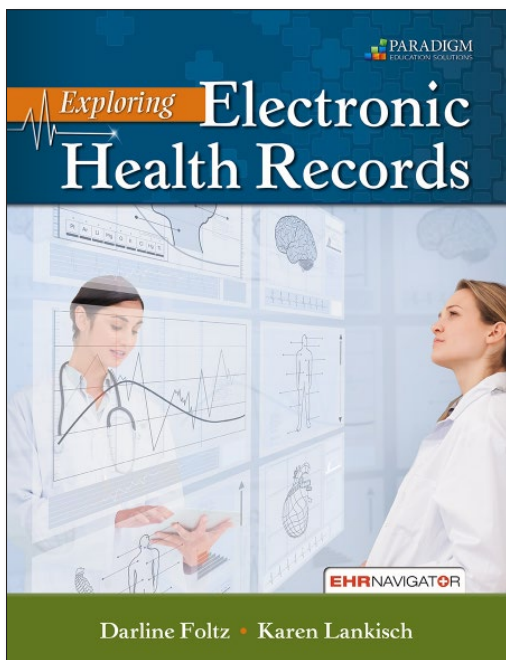
The HIT Series offers:

- Engaging design, and accurate and approachable content.
- Clear, concise learning objectives.
- Real-life practice with authentic documents and forms.
- Ethics and critical-thinking skills.
- Job and career-readiness skills.

Robust hands-on application with the *Course Navigator*:

- Strengthens your students' understanding of core HIT content through quizzes, interactive tutorials, live assessments, flash cards, and more.
- Allows instructors to assess student work, track progress, and download results!





Exploring Electronic Health Records

Darline Foltz, University of Cincinnati–Clermont College,
and Karen Lankisch, University of Cincinnati–Clermont College

© 2015 | 464 pages

This up-to-date, accurate, and approachable text teaches students about electronic health records across a variety of delivery systems, making it ideal for all allied health students, regardless of their career focus. To meet the needs of different types of learners, the text includes a wealth of images and figures, plus hands-on exercises such as presentations, web research, and more.

This text includes access to the *Course Navigator* learning management system, and its *EHR Navigator* software, which provides students the experience of documenting in an authentic electronic health record.



CONTENTS

1. Overview of Electronic Health Records
2. Content of the Health Record
3. Introduction to Electronic Health Record Software
4. Administrative Management
5. Scheduling and Patient Management
6. Privacy and Security of Health Information
7. HIM Roles and Functions in the EHR Environment
8. Clinical Inputs and Outputs
9. Coding, Billing, and Reimbursement
10. Clinical Decision Support Systems and Quality Improvement
11. The Personal Health Record and the Patient Portal
12. Implementation and Evaluation of an EHR System
- Appendix A.** Checkpoint Answer Key
- Appendix B.** Sample Paper Medical Record

STUDENT COURSEWARE

Text with Course Navigator	978-0-76385-729-5
eBook with Course Navigator (codes via email)	978-0-76386-004-2
eBook with Course Navigator (codes via ground delivery)	978-0-76386-003-5

INSTRUCTOR RESOURCES

Instructor eResources with ExamView® Assessment Suite	978-0-76385-730-1
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Authentic, real-world training

EHR Navigator—via the *Course Navigator*—offers practice in a replicated EHR system through unlimited inpatient, outpatient, and personal health records activities.

- Schedule patient appointments.
- Edit patient records—demographic, insurance and clinical information.
- Release documents—history, physicals, discharge summaries, and more.
- Pull reports—practice for various HIM positions.
- Available with *Exploring Electronic Health Records* and *Introduction to Health Information Management*.
- Strengthen your students' understanding of core HIT through content quizzes, interactive tutorials, live assessments, flash cards, and more.
- Instructors can assess student work, track progress, and download results!

EHRNAVIGATOR

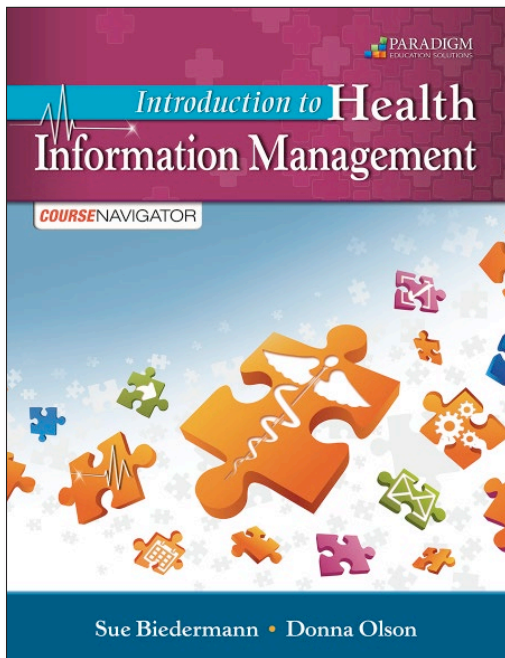
Students can enter demographic, insurance, and clinical information into the EHR.

The reporting function allows students to practice playing the roles of various HIM positions by pulling specific reports that are accessible to each particular role.



Students can release documents such as history and physicals, discharge summaries, lab reports, and medication reconciliation reports to requesting facilities.

Report Name	Stage 1 and 2	Current	Recommended	Patient Gap
1. OPIOID for medication orders	30%	0%	1	(0 more to satisfy)
2. Drug-Drug and Drug-Pathology Interaction Check	0%	0%	1	(0 more to satisfy)
3. Monitor problem list	80%	0%	1	(0 more to satisfy)
4. Send prescriptions electronically (eRx)	40%	0%	1	(0 more to satisfy)
5. Monitor medication	80%	0%	1	(0 more to satisfy)
6. Monitor allergy list	80%	0%	1	(0 more to satisfy)
7. Recent demographics	60%	0%	1	(0 more to satisfy)
8. Recent vital signs	80%	0%	1	(0 more to satisfy)
9. Recent smoking status	80%	0%	1	(0 more to satisfy)
10. Report Clinical Quality Measures	0%	0%	1	(0 more to satisfy)
11. Implement Clinical Decision Support	0%	0%	1	(0 more to satisfy)



Introduction to Health Information Management

Sue Biedermann, Texas State University,
and Donna Olson, Collin College

© 2015 | 432 pages

Introduction to Health Information Management teaches students about HIM roles and responsibilities in both outpatient and inpatient facilities and within a variety of healthcare delivery systems, including home healthcare, long-term, rehabilitative, and behavioral care facilities. Students gain fundamental knowledge about the history of HIM, professionalism and ethics, hot topics in health care, and more. This title:

- Poses real-world scenarios students are likely to encounter in the workplace, which prepares students for careers, develops students' critical-thinking skills, and presents opportunities for class discussion.
- Includes access to the *Course Navigator* learning management system, and its *EHR Navigator* software, which provides students with the experience of documenting in an authentic electronic health record.



CONTENTS

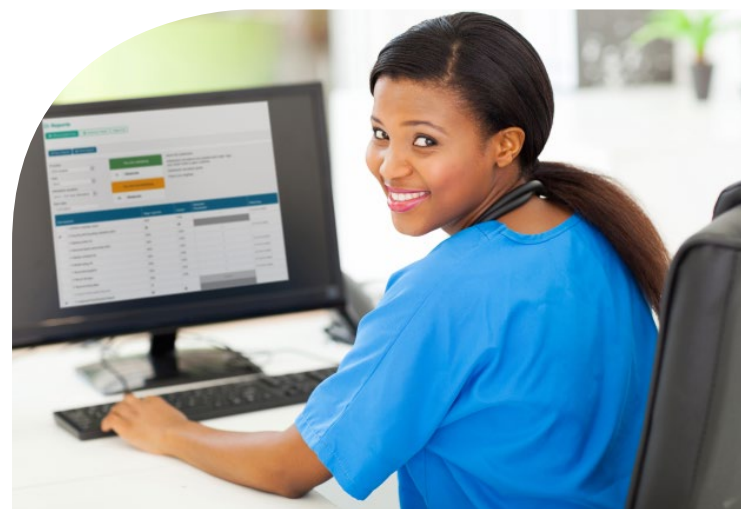
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- Appendix A.** Acronyms and Abbreviations
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Appendix C. AHIMA Code of Ethics: Principles and Guidelines
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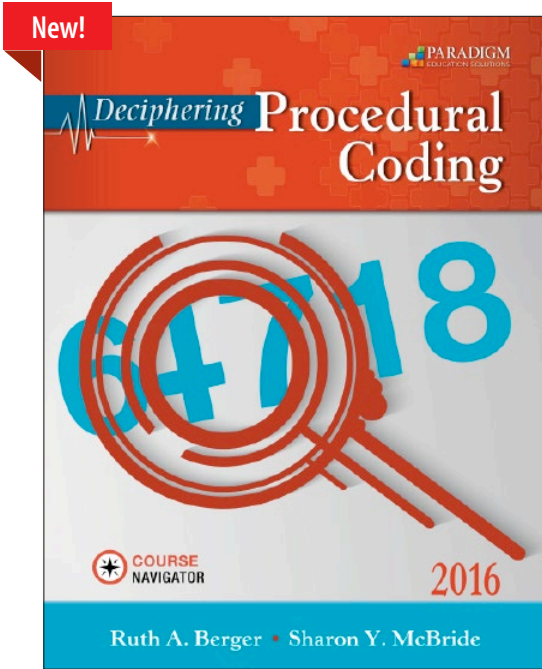
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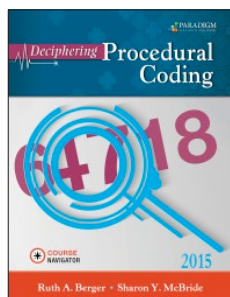
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10. Surgery Coding: Musculoskeletal System
11. Surgery Coding: Respiratory System
12. Surgery Coding: Cardiovascular System
13. Surgery Coding: Digestive System
14. Surgery Coding: Urinary System
15. Surgery Coding: Male and Female Genital Systems, Reproductive System Procedures, Intersex Surgery, Maternity Care and Delivery, and Endocrine System
16. Surgery Coding: Nervous System
17. Surgery Coding: Eye and Ocular Adnexa and Auditory System
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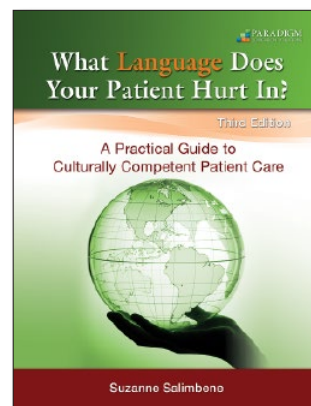
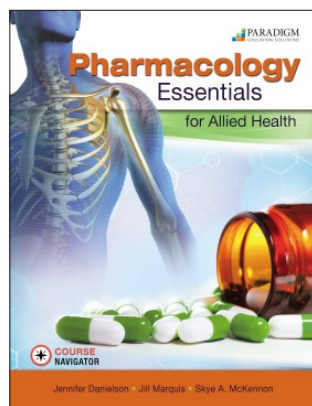
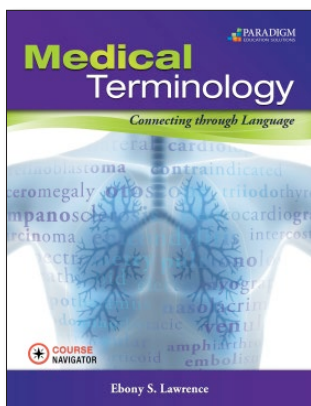
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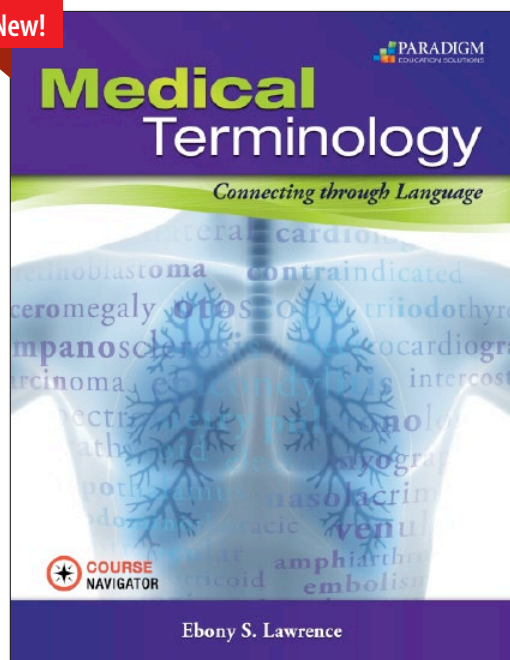
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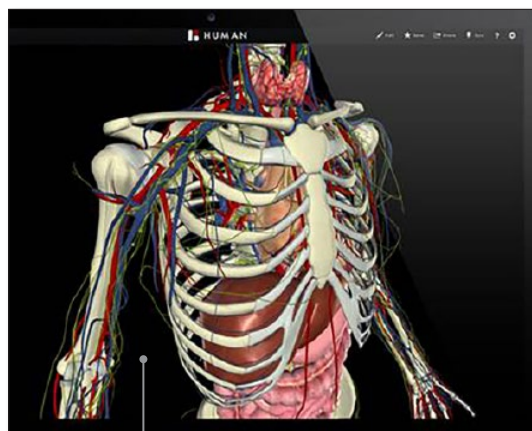
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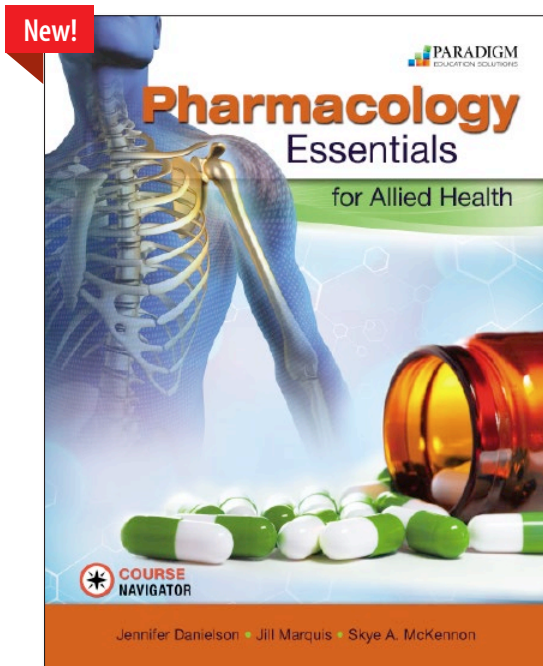
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Pharmacology Essentials for Allied Health

Jennifer Danielson, University of Washington School of Pharmacy;
Jill Marquis, Strategic Pharmacy Innovations; and Skye A. McKennon,
University of Washington School of Pharmacy

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Pharmacology Essentials for Allied Health covers the full range of pharmacology concepts at the need-to-know level. Textbook content is organized in 10 units and by major body systems to help students understand the connections between particular body systems and drug therapy. This title:

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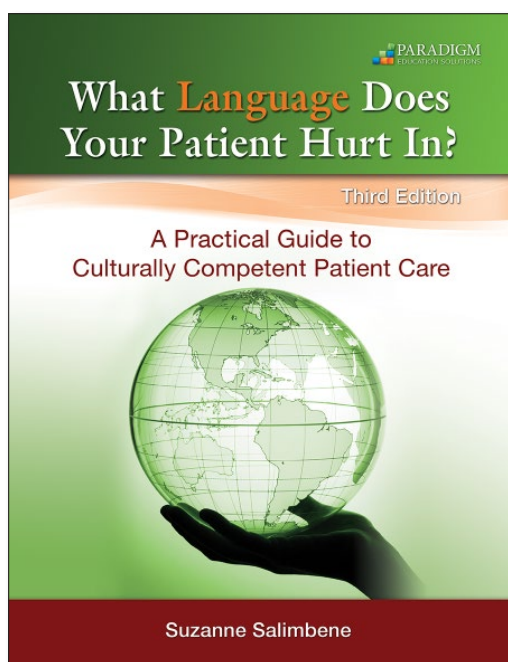
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11. The Muscular System and Drug Therapy
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Suzanne Salimbene

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This unique text focuses on cultural and linguistic competence in healthcare delivery, giving students insightful guidance about the different dialects and communication styles of prevalent cultural groups and the healthcare delivery staff. Extensively expanded, enhanced, and updated, the third edition of *What Language Does Your Patient Hurt In?* supports students' understanding of how major health issues, family roles, dietary habits, health beliefs and practices, and religious beliefs impact patient responses to current healthcare practices.

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3. Providing Culture-Sensitive Health Care to American Indians and Alaska Natives
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5. Providing Culture-Sensitive Health Care to Hispanic and Latino Patients
6. Providing Culture-Sensitive Health Care to Patients from the Middle East
7. Providing Culture-Sensitive Health Care to Patients from Eastern Europe
8. Caring for Members of Religions with Beliefs That Impact Healthcare Decisions
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