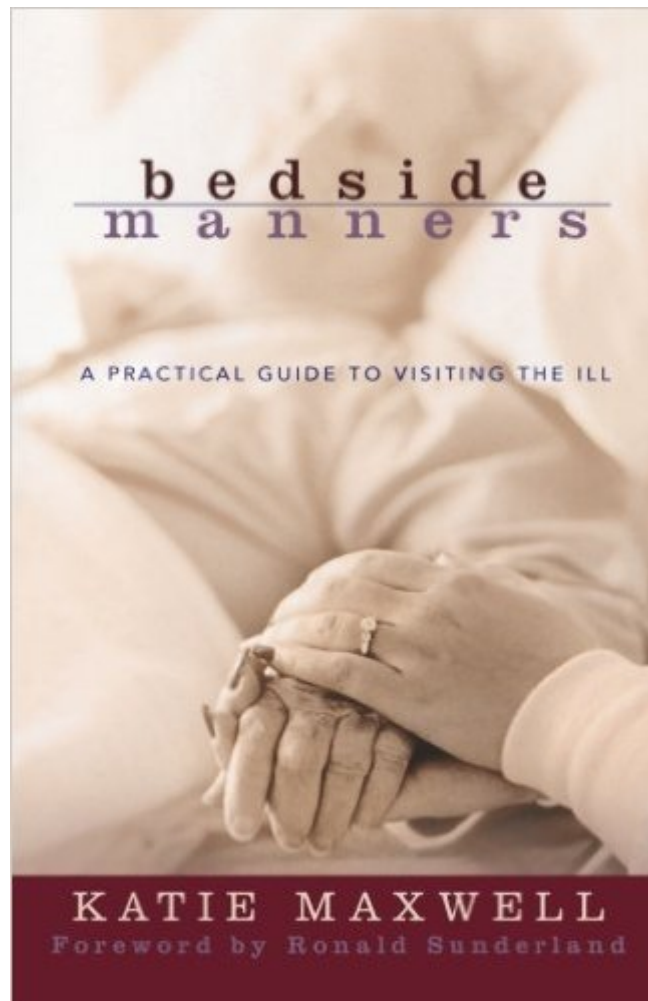


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# Bedside Manners: A Practical Guide To Visiting The Ill



## Synopsis

Most people have encountered a situation with an ill friend or relative when it has been difficult to know what to say or do. Even pastors and others in ministry are often at a loss when encountered with a critically ill person who is looking to them for some comfort and guidance. Katie Maxwell's *Bedside Manners* provides the reader practical directions for offering care in a variety of settings, including hospitals, the homes of shut-ins, and nursing homes. She even addresses often overlooked concerns such as the pastoral care of children, caregivers, and patients who are dying and offers intelligent advice like be prepared, be human, be silent, and be positive. Highly practical and inspiring, *Bedside Manners* is essential reading for anyone who has felt uncomfortable when trying to comfort the sick.

## Book Information

Paperback: 112 pages

Publisher: Baker Books (February 1, 2005)

Language: English

ISBN-10: 0801065518

ISBN-13: 978-0801065514

Product Dimensions: 5.5 x 0.3 x 8.5 inches

Shipping Weight: 5.6 ounces (View shipping rates and policies)

Average Customer Review: 3.9 out of 5 stars [See all reviews](#) (13 customer reviews)

Best Sellers Rank: #268,514 in Books (See Top 100 in Books) #313 in [Books > Health, Fitness & Dieting > Reference](#) #455 in [Books > Christian Books & Bibles > Ministry & Evangelism > Evangelism](#) #843 in [Books > Christian Books & Bibles > Churches & Church Leadership > Pastoral Resources](#)

## Customer Reviews

*Bedside Manners: A Practical Guide To Visiting The Ill*, By Katie Maxwell  
There comes a time when all of us feel a need for better people skills. That time is when we must attend a funeral or visit a sick friend or family member. *Bedside Manners* is a little book that can help with the latter situation. This is fast reading. The author gets right to the point, using very little in the way of socio-philosophical explanation. This makes for brevity. It is also grounded in common sense. Katie Maxwell is a hospital visitor (pastoral visitor) who has gleaned information not only from her experience, but from patients, nurses, chaplains, and other lay visitors. *Bedside Manners* is based on the author's own experience at American River Hospital in Carmichael, California and its message is supported by

prayer and faith (no religious denominations mentioned). It begins with a list of do's and don't's. Some of these suggestions are: Do - Visit before surgery, Touch, Take along your sense of humor, Take your cues from the patient about how long you should stay, Visit quietly out of consideration for the patient's roommates, Keep any information shared with you confidential, Maintain comfortable eye contact (this means eye level, not standing over the bed, Make pleasant conversation,... Do - Check with the nurse before you help the patient out of bed, Be aware of the patient's diet before offering food or drink, Talk about the outside world, Sit close, Knock and receive permission before you enter a room, especially when the door is closed or a curtain is pulled, Be cheerful, Make the patient feel needed, ... Do - Avoid addressing the patient as "honey," "sweetie," Ask how you can help, Avoid probing or rapid-fire questions, Think of your visit as a social visit, not something you are obligated to do, Be sensitive about how you expose your own anxieties, Read to them if they like, Let the patient cry, Affirm their loss whatever it may be, Focus the conversation on the patient, not on your problems, Take a little surprise, End the visit well. Don't - Let the technology become a barrier to your visit, Sit on the patient's bed or an empty bed, Flatter the patient, Take the patient's negativism personally, Get involved in family disputes, Negate their feelings,... Don't - Make promises you can't keep, Tell horror stories or compare illnesses, Finish their sentences for them, Assume anything, Defend God or anyone else, Be judgmental, Wake up a patient, Try to cheer up patients when they really want to talk about how scared they feel. The book also contains insightful information on visiting shut-ins, nursing homes, children, the terminally ill and helping a primary caregiver. An appendix of suggested Scripture readings and an appendix listing support groups for the ill and their caregivers complete this little 112 page gem.

Just as it is important for medical doctors to have good bedside manners, so it is equally important for those who visit the sick for comfort, prayers, and friendship to make brief, caring visits. "Do no harm" is the first rule of medicine and Katie Maxwell has demonstrated that in this book. The "BE" attitudes of visiting (chapter one) is a gem of practical suggestions: be open, be respectful, be sensitive to their needs, and so forth. Both new people making hospital or nursing home visits and seasoned hospital chaplains, ministers, priests, and rabbis will benefit from this book. We may "know" a lot about psychology or caring, but this book emphasizes "being" present to the patient in realistic, caring ways. I highly recommend it.

This is an easy to read book. Good conversation starter when you have it on a table while you are eating a meal at a hotel. One person was wondering what type of manners you needed just for

going to bed. Reaffirmed things that I already do.

This was purchased as a kindle book and to say the least it was wordy and didn't have much to say. A regular person would have known what to do rather than read this book. It's ebooks on kindle that are too expensive for what you get. That's the reason I've stopped buying for the kindle.

It's an excellent book, well written, easy to read and follow and share with patients. Excellent but simple to put in practice and teach others about how to do a good hospital visit.

Very helpful for people visiting in the hospital or nursing homes. It helps our Stephen Ministers to understand what these people are experiencing.

The author gives cuts to the chase, and tells you what it's actually like on the ground as a chaplain. It was really helpful for me.

Very good as usual except for this. You have got to be kidding with so many words required.

UGH!!!!!! L. Hall

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