



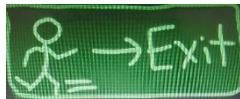
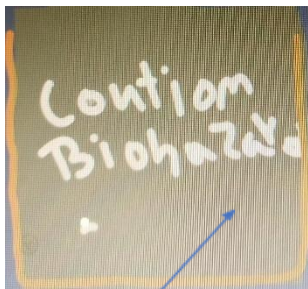
CHAPTER 2:

Communications Skills

ASSIGNMENTS

Workplace Observation Form (Visit #1)	
Your Name:	Sara Mohammad Bazzi
Date/Duration of Observation :	23/07/2026 – Approximately 2 hours
Name of Company Observed:	Beirut Arab University Health Care Center (BAUHC)
Number of Employees You Saw:	Approximately 10 to 15 healthcare professionals, including physicians, nurses, reception staff, and administrative employees.
Type of Industry: (e.g.: Manufacturing, Hospitality, IT, Service)	Healthcare / Medical Services
What the Company Does: What services do they offer, what do they make, what do they do?	provides outpatient healthcare services, medical consultations, diagnostic testing, laboratory and radiology services, preventive care, and specialized clinics. It also serves as a clinical training center for healthcare students, and supports community health through education and disease prevention.
Tasks Observed: What tasks/work do you see taking place?	I observed physicians examining patients, reviewing medical histories, performing physical examinations and diagnostic procedures, interpreting results, requesting laboratory tests, prescribing medications, educating patients, and arranging follow-up appointments.
Skills Observed: What skills do you see being used?	Clinical assessment, communication, patient education, diagnostic reasoning, teamwork, professionalism, empathy, attention to detail, and proper use of medical equipment.
Working Hours: What are start and finish times? What are tea and lunch break times?	During our visit, the clinics were operating during regular daytime hours. Staff worked according to scheduled clinic appointments. Break times were not observed during our visit.
Employee Interaction: Can you observe how employees interact with each other? Describe what you see.	The healthcare team communicated professionally and respectfully. Physicians, nurses, and administrative staff worked together efficiently, while sharing information and coordinating patient care .
Employee Satisfaction: Do the employees look happy, like they are enjoying their job? Explain why you think this.	The employees appeared engaged and confident in their work. They treated patients respectfully, answered questions patiently, and maintained a positive and professional attitude throughout the visit.

Customers: Who are the main customers?	The main customers are patients from the general public, Beirut Arab University students, faculty, and staff seeking consultations, diagnosis, treatment, preventive care, and follow-up services.
Customer Service (1): What did you notice?	Staff greeted patients politely, maintained privacy and confidentiality, explained procedures clearly, and ensured patients understood their treatment plans before leaving the clinic.
Customer Service (2): Did you observe any good or bad interactions with customers?	I only observed positive interactions. Healthcare professionals listened carefully to patients, answered their questions respectfully, and created a comfortable environment throughout the consultation.
Main Relevant Jobs Observed (1): List a job you observed. Briefly, what does this job involve?	Ophthalmologist: Performed eye examinations, assessed visual acuity, evaluated eye trauma, determined eyeglass prescriptions, and used specialized ophthalmic equipment.
Main Relevant Jobs Observed (2): List a job you observed. Briefly, what does this job involve?	Gastroenterologist: Assessed patients with gastrointestinal conditions, reviewed symptoms and medical history, requested investigations, discussed the role of endoscopy, prescribed treatment, and arranged follow-up care.
Main Relevant Jobs Observed (3): List a job you observed. Briefly, what does this job involve?	Obstetrician/Gynecologist (OB/GYN): Evaluated a patient with menstrual irregularities, performed an abdominal pelvic ultrasound, assessed reproductive organs, and ordered laboratory investigations to guide diagnosis and treatment.
Main Equipment Observed: List and explain some of the main equipment you saw?	Slit lamp biomicroscope (to examine anterior structure of the eye), autorefractometer(to measure refractive errors), phoropter(to determine the patient eyeglass prescription), vision chart, ultrasound machine, ultrasound probe, examination bed, endoscopy equipment, computers, and standard clinical examination tools.
Devices that Were used for Customer Service: What devices were used when the staff interacted with customers?	Computers for electronic medical records and appointment management, telephones for communication, printers for prescriptions and laboratory requests, and digital patient registration systems.

Workplace Safety (1): Did you see any health and safety signs? Describe and draw them on the back of this form.	I observed hand hygiene posters, emergency exit signs (indicating evacuation routes was like a person running), biohazard waste disposal signs for safe disposal of infectious waste in yellow bags) and medical waste containers placed throughout the clinics to promote a safe healthcare environment. 1. Emergency Exit sign  (in green color) 2. Biohazard sign  (in yellow bag)
Workplace Safety (2): Did you see any safety clothing? Describe it.	Healthcare workers wore appropriate personal protective equipment (PPE), including white lab coats, surgical masks when required, disposable gloves, and used hand sanitizer between patient encounters.
Dress Code: What do you notice about how the workers are dressed?	Healthcare professionals wore clean white lab coats over professional attire. Appropriate PPE was used depending on the clinical situation, to show a professional healthcare environment.
Workplace Energy: Does this look like a fun or interesting place to work? Why/why not?	Yes. The workplace was professional, organized, and interesting. Although the clinics were busy, the staff remained calm, cooperative, and focused on providing high-quality patient care.
Possible Work Experience Opportunities: Do you think there might be work experience or internship opportunities here? Why?	Yes. Since BAUHC is related with Beirut Arab University ,it already provides clinical training for healthcare students. Because it offers excellent opportunities for clinical placements, internships, and professional learning environment ,with helpful staff and experienced physicians.

Manager or Supervisor's Name: List here if you were able to get this information.	Mr. Rabih Soubra (Administrative director of BAUHC).
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