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FACULTY OF MEDICINE STUDY PROGRAM 0912.1 MEDICINE DEPARTMENT OF FAMILY MEDICINE

APPROVED	APPROVED
at the meeting of the Commission for Quality	at the Council meeting of the Faculty Medicine 2
Assurance and Evaluation of the Curriculum	Minutes No. 4 of All Berry
faculty Medecine	
Minutes No.8 of 15.03.2018	Dean of Faculty Associate Professor
Chairman Associate Professor	Mircea Betiu
Suman Serghei(signature)	(signature)

APPROVED

approved at the chair meeting Family

Minutes No. 6 of 12.01.2018

Head of chair, University Professor

Gh. Curocichin

(signature)

SYLLABUS

DISCIPLINE FAMILY MEDICINE

Integrated studies

Type of course: Compulsory discipline

Chisinau, 2018



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I. INTRODUCTION

 General presentation of the discipline: place and role of the discipline in the formation of the specific competences of the professional / specialty training program

Family Medicine is an academic and scientific discipline that has its own educational content, research, evidence-based medicine, and clinical activity, as well as a clinical focus on primary care. Family Medicine is aspecialty that provides comprehensive and bio-psycho-social healthcare for patients of all ages and both sexes. The individual is approached both under health and sickness conditions, and it covers the needs in matters of health of the individual, family and community.

The university course in the specialty of Family Medicine was introduced in the university curriculum in January 2008 and is based on the principles of professional training in General Practice / Family Medicine under the EURACT Education Agenda.

The content of the course is structured to foster the students' knowledge of the specialty, and it will contribute to their familiarization with the goals, objectives, principles and content of family physician's practice, as well as with the role of family medicine in the modern health system, with the particularities of the working team activity in the family doctor's office, with the package of services rendered, with the notion of health, with the organization of the patient and family centered consultation, the effective communication skills, the particularities of the diagnosis and treatment, the health care of the collectivities, the preventive aspects, and the medical acts that regulate the activity of the family doctor.

Mission of the curriculum (aim) in professional training.

One of the main objectives of the course is to create the concept of Family Medicine as a specialty and to familiarize the students with the peculiarities of a family doctor's activity. Another objective is to develop the skills of exercising the roles specific to team work at the level of Primary Health Care, to promote the spirit of initiative, cooperation, positive attitude and respect for patients and colleagues. The third objective is to understand the role of the family doctor in maintaining health and addressing health problems both at individual and at community level.

Knowing the organization and functioning of a family physician ensures the student-doctor's chance to understand the need for the primary health care in the system, the efficient ways of interdisciplinary collaboration and the theoretical training required for practicing the practical family internshipin the VI-th year of study.

- Language (s) of the course: English
- Beneficiaries: students of the V year, faculty Medicine 2.

II. MANAGEMENT OF THE DISCIPLINE

Code of discipline		S.10.O.096/ S.10.O.096	
Name of the discipline		Family Medicine	
Person(s) in charge of		Univ. prof., hab. dr. in med. sc. (Gh. Curocichin
Year	V	Semester/Semesters	IX, X
Total number of hours	including:		90
Lectures	18	Practical/laboratory hours	22
Seminars	23	Self-training	27
Clinical internship			
Form of assessment	E	Number of credits	3

III. TRAINING AIMS WITHIN THE DISCIPLINE

At the end of the coursethe student will be able to:

- The level of knowledge and understanding:
- To define the role and professional competencies of the family doctor in the light of the requirements of international organizations - WHO, WONCA EUROPE, EURACT
- To know the management of the primary medical practice and to organize the work of the family doctor's team in the office and at home under the compulsory medical insurance
- To name the family doctor's activities and the role of the family in overcoming disease-related problems;
- To know the stages of the patient-centredconsultingand communication skills required for the achievement;



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- To list the principles and abilities needed to solve specific health problems in family medicine;
- To know the concepts of comprehensive and holistic approach to patients;
- To understand diagnostic and therapeutic synthesis in family doctor practice;
- To know the primary, secondary and tertiary prevention activities in the primary care team
- The application level
- To distinguish the basic principles of medical bioethics in the practice of the family doctor
- To organize medical consultation based on the principles of the patient-centred approach;
- To demonstrate communication skills with the patient in order to improve the quality of collecting medical information and establishing an effective doctor-patient relationship;
- To apply a holistic approach to patient care;
- · To provide advice to healthy people;
- To perform diagnostic and therapeutic synthesis in particular clinical situations;
- To choose family-centric services according to the needs and family life cycle.
- the integration level:
- To be competent to adopt a patient-centred attitude;
- To be able to approach the patient as a whole and personalized
- To be competent in identifying the role of family medicine as a specialty in the health system of the Republic of Moldova.

IV. PROVISIONAL TERMS AND CONDITIONS

Student of the Vth requires the following:

- Knowing the teaching language
- Confirmed competences in fundamental sciences and clinical disciplines
- Digital competences (use of the Internet, document processing, electronic tables and presentations, use of graphic programs)
- · Ability to communicate and team work;
- Qualities tolerance, initiative, autonomy and empathy.

V. THEMES AND ESTIMATE ALLOCATION OF HOURS

Lectures, practical hours/laboratory hours/seminarsand self-training

Lectures, practical hours/laboratory nours/seminarsana seij-training			Number of hours		
No. THEME	Lectures	Practical hours		Self-	
d/o The late			S	PA	training
1.	Family medicine as a specialty.	2			
2.	Management of medical practice. Family physician activity under compulsory medical insurance.	2	3		3
3.	Healthy man in the practice of the family doctor. Promoting health and preventing disease		4	3	3
4.	of the family doctor.		3	4	3
5.	5. Particularities of diagnosis in family medicine. Diagnostic synthesis.		3	4	4
6.	6. Particularities of treatment in family medicine. Therapeutic synthesis.		3	4	4
7.	Patient's conduct in the case of complex health problems. Comprehensive approach.		3	4	4
8.	The holistic approach of the patient's problem: integration and hierarchy of health problems.	ny of 2			3
9	The patient in the family context. Family and illness. Family-centered care.	3	4	3	3
Tot		18	23	22	27



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REFERENCE OBJECTIVES OF CONTENT UNITS VI.

Objectives

Content units

Theme 1. Family Medicine as a Specialty. Historical premise. Implementation and development of family medicine in the world and in the Republic of Moldova.

- To define the content, functions and fields of family medicine activity;
- To describe the role of Primary Health care in the health system;
- To list the skills required for a good practice in Family Medicine.

Definition of Family Medicine after the World Health Organization and EURACT. Definition of Primary Medical Assistance. Family Medicine content. The role of Family Medicine in modern health systems. Functions and fields of activity in Family Medicine. History of development and implementation. Family medicine in the world and in the Republic of Moldova. The normative acts that regulated the process of organizing Primary Health care according to the principle of family doctor. Family medicine education: history, forms, curricular system, clinical bases. Competencies needed for the good practice in Family Medicine. The EURACT Education Agenda.

Theme 2. Management of primary medical practice. Organization of the primary health care team work in the office and at home. The family physician's activity under the compulsory health insurance.

- To define the notion of management of primary medical practice;
- To describe the models of organizing primary health practice in different countries;
- particularities the To specify organizing the practice of family medicine in the Republic of Moldova;
- To list the actsthat regulate the activity of the primary care team;
- To describe the process of organizing the work of the primary health care team in the office:
- To the principles distinguish compulsory health insurance in medicine;
- To know the package of medical services provided at the level of Primary Health care under medical health insurance.

The necessary skills for training the family doctor. The notion of management of primary medical practice. Objectives of management of primary medical practice. The models of organizing primary health practice in different countries. The organization of family medicine in the Republic of Moldova. Documentation governing the work of the family doctor team. Educational objectives in primary health care management. Principles of organizing the work of the primary health care team in the office and at home. Family physician's activity under the compulsory medical health insurance: types of services. Medical documentation and information system. Working with specialists and collaborating at different levels of healthcare.

Theme 3. Healthy man in the practice of the family doctor. Promoting health and preventing disease.

- To define the state of health and the importance of the correct diagnosis of health;
- To describe the contemporary concept and the factors that determine health;
- To demonstrate the interdependence of health determinants and their effects;
- To know the individual features that can influence the occurrence and evolution of some diseases:
- To list the causes and stages of transition from health to disease;
- To define the role of the family physician in health at different levels;

Definition of health. Factors that determine health. The health area. The share of different elements in conditioning health. The Contemporary concept of health determinants. The interdependence of health determinants. Dialectical relations between health and disease. Causes of evolution from health to disease. Effects of risk factors. Stages of evolution from health to disease. The role of the family doctor and the importance of the correct diagnosis of health condition. The role of the family doctor in strengthening the underserved population's health. Definition of the "Promoting health" notion. Objectives and principles. Health education as an important element of health promotion activities. Promoting health based on community/institution. Preventive activities in the family doctor's practice. Purposes and content. Methods of identifying health problems in the community. Sources of information, prioritizing community principles methods of and problems. Identification of risk factors, the formation of high-risk groups



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Objectives

- To list the types, purposes and contents of preventive activities;
- To identify the role of the family doctor in organizing and implementing health promotion measures;
- To describe the method of behavioral consultation.

Content units

and determination of prevention needs. Consultation of behavior change in Primary Care. Integration of health promotion and various types of prophylaxis into the work of the family doctor.

Theme 4.Patient-centered consulting. Communication - an important tool in the work of the family physician. The doctor-patient relationship. Ethical aspects of medical consulting

- To differentiate specific elements of family doctor consultation;
- To define the purposes, content and process of family medicine consultation;
- To know the role of the doctor and patient in the patient-centred consultation;
- To develop the skills of organizing a consultation;
- To possess a goodcommunication with the patient and his / her family to establish an effective relationship between the doctor and the patient;
- To demonstrate the verbal and nonverbal communication skills required in the consultation;
- To apply the basic principles of medical bioethics.

Types of medical consultation and skills needed to lead the patientcentred consultation. The content and the patient-centered consultation process. The role of family doctor and patient in patient-centred consultation. Types of medical consultingand skills needed to lead the patient-centred consultation. The Cambridge-Calgary model of medical consultation based on effective communication. Phases of medical initiating the interview, collecting information, consultation: establishing a positive relationship, explaining and planning, closing the consultation. Values of the doctor-patient relationship and bio-psychosocial model. Communication as a tool in collecting medical information, establishing a relationship of partnership and trust between the physician and the patient. The goals of doctor-patient communication. Types of verbal and nonverbal communication. The phases of listening. The main elements of a communication process. of the transmitter's and the receiver's behaviour. Ethical aspects of communicating with the patient. Fundamental principles of medical bioethics: autonomy, beneficence, non-maleficence, and justice. Definitions and generalizations. Barriers to communication. Causes of medical consultation failure.

Theme 5. Particularities of the diagnosis in family medicine. Diagnostic synthesis.

- To list the specific health issues;
- To demonstrate diagnostic synthesis skills based on clinical case resolution;
- To apply the criteria for hierarchy of diseases;
- To demonstrate the skills needed to solve specific and special medical problems;
- To integrate the abilities based on prevalence, incidence, distribution by age and gender, information from anamnestic, objective exam results, paraclinical investigation results in the decisionmaking process;
- To select paraclinical investigation strategies in ambulatory conditions.

Diagnostic types. Factors determining the particularities of the diagnosis (early diagnosis, predominance of vague symptoms, atypical debuts, limited technical endowment, predominance of clinical methods). The predominance of clinical diagnosis. The need to confirm the clinical diagnosis. Difficulties of the diagnostic process. The importance of establishing early diagnosis. Mistakes in developing a diagnosis. Defining the diagnostic synthesis function in the context of the other family doctor's functions, the possibilities of realization. Diagnostic synthesis. Criteria for disease hierarchy. Outpatient paraclinical investigation strategies.

Theme 6. The particularities of the treatment in family medicine. Therapeutic synthesis.

- To define the factors that determine the particularities of treatment in family medicine;
- To know the stages toachieve the therapeutic synthesis;

Therapeutic synthesis in family medicine. Particularities of treatment in family medicine. Diseases and patients who can be treated in ambulatory conditions and at home. Informing the patient. Types of informed consent: explicit, tacit, implied, and presumptive. Deficiencies and difficulties in applying. Therapeutic decision.



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Objectives

- To identify the type of treatment supervision in Family medicine;
- To carry out therapeutic syntheses in clinical cases based on National and Standardized Clinical Protocols;
- To demonstrate ethical and deontological skills in making a therapeutic decision;
- To know the causes that lead to the practice of defensive medicine.

Content units

The competent and incompetent patient indecision-making. Sincerity and veracity. "Well-known deception." The patient's right to truth, principles of informing about a severe diagnosis. Doctor's responsibility. Paternalism and the principle of "therapeutic privilege". Surrogate decision. Ethical responsibilities for the child. Minor "emancipated" and "mature" minor. Defensive medicine. Therapeutic synthesis in family medicine.

Theme 7.Patient's conduct in the case of complex health problems. Comprehensive approach.

- To define the concept of
- complex approach to the patient with multiple health problems;
- To demonstrate patient behavioral abilities with complex health problems;
- To know the factors that interfere with the behavior of chronic patients;
- To identify the stages whichrequire the family physician's collaboration with profile specialists.

Introduction. Integrative / comprehensive / synthetic medical assistance. Simultaneous management of various pathological conditions present in a patient, acute illnesses and chronic problems. Diversity of problems. Difficulty problems. Classification of problems.Problem hierarchy. Managing and coordinating prevention, promotion, treatment, palliative care and rehabilitation processes.Chronic disease management. The factors that affect the behavior of chronic patients. Stages that require the family physician's collaboration with profile specialists.

Theme 8. The holistic approach to the problem patient: integration and hierarchy of health problems.

- To know the holistic concept of caring for the problem patients;
- To know the postulates of the Bio-Psycho-Social model in medical practice;
- To apply the bio-psycho-social model in the patient's approach;
- To formulate patient cases using the biopsycho-social model;
- To identify the causes of the non-compliant patient;
- To know the physician's actions in the case of the non-compliant patients.

The concept of a patient-centred approach. The bio-psycho-social approach to the patient. Definition of the holistic approach (after EURACT).Bio-psycho-social peculiarities in the doctor-patient relationship. The postulates of Bio-Psycho-Social model in medical practice.Cultural and existence circumstances. Undifferentiated issues. Integration and hierarchy of health problems. Solving specific problems in patient behavior.Patient'scompliance. Non-compliance explanations. Doctor's actions regardingless compliant patients.

Theme 9. The patient in the family context. Family and illness. Family-centred care.

- To define the stages of family evolution as a system;
- To know basic concepts about family and its functions;
- To list the family types and family intercommunication models;
- To know the particularities of the contemporary family and the impact on health;
- To know the stages of the family cycle and their impact on health;
- To describe the health impact of the family intercommunication style;
- To define the peculiarities and benefits of family-centered services;

General. Definition of the Classification of family. The basic functions of the family. Family types and styles of family intercommunication. Patriarchal, despotic, theatrical, spiritual, "volcano", "third superfluous" and others, and their impact on child education and family health. The family with an only child, the singlemother, the extended family living together, etc. - Impact. Functional family and dysfunctional family. Family life cycle. Improving the family life cycle. The importance of understanding the family life cycle. The state of celibacy. The couple stage. Parents. Making the decision to have children. Bringing up and educating the little child. Parents and teenagers. Middle-aged. Relationships in the extended family. Empty nest: the departure of the young. The third Age. Planned and unplanned events in family life, impact.Family and illness. The impact of disease on the family. The impact of the family on the disease. The concept of "family-centered" care. The feature of family-oriented services and family-centered services versus disease-centred and patient-centred services. Family



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Objectives	Content units
 To identify the role of the family in making decisions and engaging in the work of the interdisciplinary team; 	and training to collective fortification. Best practices of family informingabout a severe diagnosis of a family member. Stages of

VII. PROFESSIONAL (SPECIFIC (SC)) AND TRANSVERSAL (TC) COMPETENCES AND STUDY OUTCOMES

Professional (specific) (SC) competences

- PC1.Knowledge of the particularities of the structure, development and functioning of the human body in various physiological and pathological states.
- PC2.Performing various practical exercises and procedures for carrying out professional activities specific to the specialty of medicine based on the knowledge of the fundamental sciences
- PC3. Developing the diagnostic plan, treatment and rehabilitation plan in various pathological situations and selecting the appropriate therapies, including emergency medical assistance;
- PC4. The use of medical techniques, instrumental and laboratory investigations, digital technologies to solve the specific tasks of the patient's therapeutic behavior.
- PC5. Planning, coordinating and performing promotional activities and prophylactic measures to improve individual and community health.
- PC6. Evaluating and ensuring the quality of medical services in relation to, processes, and associated treatments Transversal competences (TC)
- TC1.Responsible execution of professional tasks with the application of the values and norms of professional
 ethics, as well as the provisions of the legislation in force. Promoting logical reasoning, practical applicability,
 assessment and self-assessment in decision-making;
- TC2. Performing activities and exercising the roles specific to team work in various medical institutions.
 Promoting the spirit of initiative, dialogue, cooperation, positive attitude and respect for others, empathy, altruism and continuous improvement of their own activities;
- TC3. Objective self-evaluation of the need for continuous professional training in order to provide quality services and adapt to the dynamics of health policy requirements and for personal and professional development. Effective use of language skills, knowledge of information technologies, research and communication skills.

Study outcomes

Professional competencies specific to FamilyMedicine

- Description of the role of primary health care in the health system
- Enumeration of basic skills for good practice in Family Medicine
- Defining models of the organization of primary medical practice
- Explaining the organization of the work of the primary health care team in the office
- Defining the principles of compulsory insurance in medicine
- List the types of medical services provided at the level of Primary Health Care in the conditions of medical compulsory insurance.
- Establishing a health diagnosis
- Identification of factors that determine health according to the contemporary concept
- Knowing the individual peculiarities that can influence the appearance and evolution of some diseases
- Identifying the stages of the transition from health to illness and family physician actions
- Enumeration of types, purposes and contents of preventive activities in family medicine
- Specifying the organization and implementation of health promotion measures
- Carrying out the behavioral consultation according to the transteoretic model and trust in health
- Defining the purposes, content, process and particularities of family medicine consultation
- Knowledge the physician's functions in the patient-centered consultation
- Demonstration of the verbal and nonverbal communication skills required in the consultation



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- Demonstration of diagnostic synthesis abilities based on clinical case resolution
- Using the criteria for hierarchy of diseases
- Integration of data usage abilities based on prevalence, incidence, distribution by age and gender, anamnestic information, objective examination results, paraclinical investigation results in decision making
- Structure of paraclinical investigation strategies in ambulatory conditions
- Performing the stages for therapeutic synthesis in clinical cases based on National and Standardized Clinical Protocols
- Identifying the types of treatment supervision in family medicine
- Knowing the peculiarities in making the therapeutic decision in family medicine
- Identify the causes that lead to defensive medicine
- Defining the concept of complex approach to the patient with multiple health problems
- Demonstration of abilities of the patient with complex health problems
- Identifying the factors that interfere with the behavior of chronic patients and the stages that require family physician collaboration with profile specialists
- Knowledge the postulates of the Bio-Psiho-Social model
- Identify the causes of non-compliance and the actions of the physician in the case of poorly compliant patients
- Knowing the types of family and its functions
- Identifying the peculiarities of the contemporary family and the impact on health
- Determining the stages of the family cycle and their impact on health
- Knowing the peculiarities and benefits of family-centered services
- Identifying the role of the family in decision making and its involvement in the work of the interdisciplinary
- Defining the role of the family doctor in overcoming family crisis situations.

Finalities of study

- To describe the role of Primary Health Care in the health system
- To define the content, functions and fields of family medicine activity
- To know the peculiarities of organizing primary health care services
- To know the principles of compulsory insurance in medicine;
- To define the state of health and the importance of the correct diagnosis of health
- To describe the contemporary concept and factors that determine health
- To know the types, purposes and content of the preventive activities of the family doctor
- To describe the method of behavioral change consultation
- To define the purposes, content and process of family medicine consultation
- To demonstrate verbal and nonverbal communication skills required during the consultation
- To perform synthesis of diagnosis's
- To demonstrate the skills needed to solve specific and special medical problems
- To integrate the abilities of data usage based on prevalence, incidence, distribution by age and gender, anamnestic information, objective exam results, paraclinical investigation results in the decision making process
- To compose the paraclinical investigation plan in ambulatory conditions
- To perform therapeutic synthesis in clinical cases based on National and Standardized Clinical Protocols
- To demonstrate ethical and ethical abilities in the decision making process.

VIII STUDENT'S SELF-TRAINING

No.	Expected product	ELF-TRAINING Implementation strategies	Assessment criteria	Implementa terms	ation
1.	Working with information sources	Read the lecture or the material in the textbook carefully. Read questions on the subject, which require a reflection on the subject. To know the list of additional information sources on the theme. Select the source of	interpretative skills; the volume of work	During module	the



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		additional information for that theme. The wording of generalizations and conclusions regarding the importance of the theme/subject.			
2.	Working with on-line materials	Studying on-line materials on the department's website and the EURACT platform	Making oral communication, workload, insight into the essence of different subjects, level of scientific argumentation, quality of conclusions, elements of creativity, demonstration of understanding the problem, formation of personal attitude.	During module	the
3.	Preparing and supporting presentations based on a case study	Selection of the clinical case, establishment of the research plan, establishment of the terms of realizationEstablishing the PowerPoint presentation components - complains , anamnestic, clinical examination, presumptive diagnosis, elaboration of the investigation plan, final diagnosis and the therapeutic strategy.	Demonstration of the case study	During module	the
4	Reports	Selection of the research topic of the report, elaboration of the plan, setting of the terms of realization and bilbliographic sources. Presentation of the puring module		the	
5	Group projects making posters	Selection of the poster theme, selected informative material, graphic quality of the product and its design	Poster presentation	During module	the
6	Practical portofolios	Selection of the list of the necessary maneuvers to be acquired, the establishment of the plan and the place of their realization, the establishment of the terms of realization	Reviews from colleagues, nurse or family doctor.	During module	the

IX. METHODOLOGICAL SUGGESTIONS FOR TEACHING-LEARNING-ASSESSMENT

- Teaching and learning methods used
- Introductory
- Current
- Synthesis
- Discussion
- Demonstration
- Applied teaching strategies / technologies (specific to the discipline)
- Case study
- Role playing- games
- Working in the small groups



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- Individual work
- Clinical observation
- Completing medical documentation
- Plenary debate
- Synthesis
- · Solving the problem in the group
- Demonstration
- Brainstorming
- Games
- · Themes for the group
- Discussions in small groups
- Presentation of audio-visual materials

Applied didactic strategies / technologies (discipline specific) Brainstorming, Problem Based Learning, "Case Study"; "Multi-voting"; "Round Table / Interactive Discussions"; "Group Interview"; Solving the problem in the group.

Methods of assessment(including the method of final mark calculation)

Current:

Thematic controls

Testing (pre-test, post-test)

Case study

Observations

Practical demonstration

Checklists

Feed-back

General and specific written assessments

Final:

Assessment of practical skills

Testing

Oral exam

Method of mark rounding at different assessment stages

Intermediate marks scale (annual average, marks from the examination stages)	National Assessment System	ECTSEquivalent	
1,00-3,00	2	F	
3,01-4,99	4	FX	
5,00	5	E	
5,01-5,50	5,5		
5,51-6,0	6		
6,01-6,50	6,5	D	
6,51-7,00	7	D	
7,01-7,50	7,5	C	
7,51-8,00	8		
8,01-8,50	8,5	В	
8,51-8,00	9		
9,01-9,50	9,5	- A	
9,51-10,0	10		

The average annual mark and the marks of all stages of final examination (computer assisted, test, oral) - are expressed in numbers according to the mark scale (according to the table), and the final mark obtained is expressed in number with two decimals, which is transferred to student's record-book.



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Absence on examination without good reason is recorded as "absent" and is equivalent to 0 (zero). The student has

the right to have two re-examinations.

X. RECOMMENDED LITERATURE:

A. Compulsory:

1. Robert E. Rakel, David P. Rakel. Textbook of Family Medicine. Ninth edition, 2016

B. Additional

- 1. Jeannette E. South-Paul, Samuel C. Matheny, Evelyn L. Lewis. Current Diagnosis & Treatment in Family Medicine, 2nd Edition
- 2. Paul D. Chan, Christopher R. Winkle, Peter J. Winkle. Current Clinical Strategies. Family Medicine.
- 3. Allan H. Goroll, Albert G. Mulley. Primary Care Medicine. Office Evaluation of the Adult.
- 4. David Rakel. Integrative Medicine.
- 5. Joanne K. Singleton, Samuel A. Sandowskir), Carol Green-Hernandez), Theresa V. Horvath, Robert V. Digregorio, Stephen Paul Holzemer. Primary Care. 1st edition.
- 6. Robert B Taylor. Manual of Family Practice 2nd edition.
- 7. Mark A. Graber, Matthew L. Lanternier. University of Iowa Family Practice Handbook.