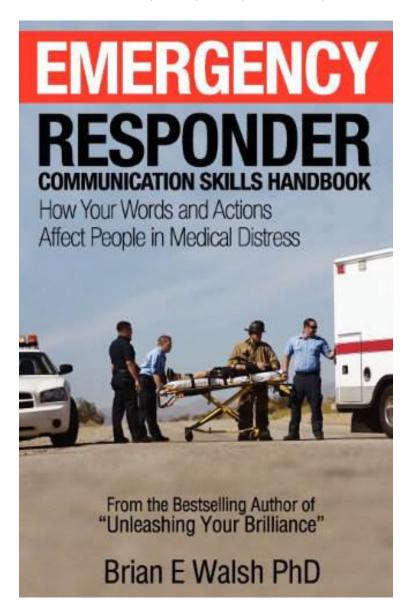
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Emergency Responder Communication Skills Handbook: How Your Words and Actions Affect People in Medical Distress

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