



# Dr Patient Communication

Family & Community Medicine Dept 2024

الدكتور جمال الخضير



# Learning objectives

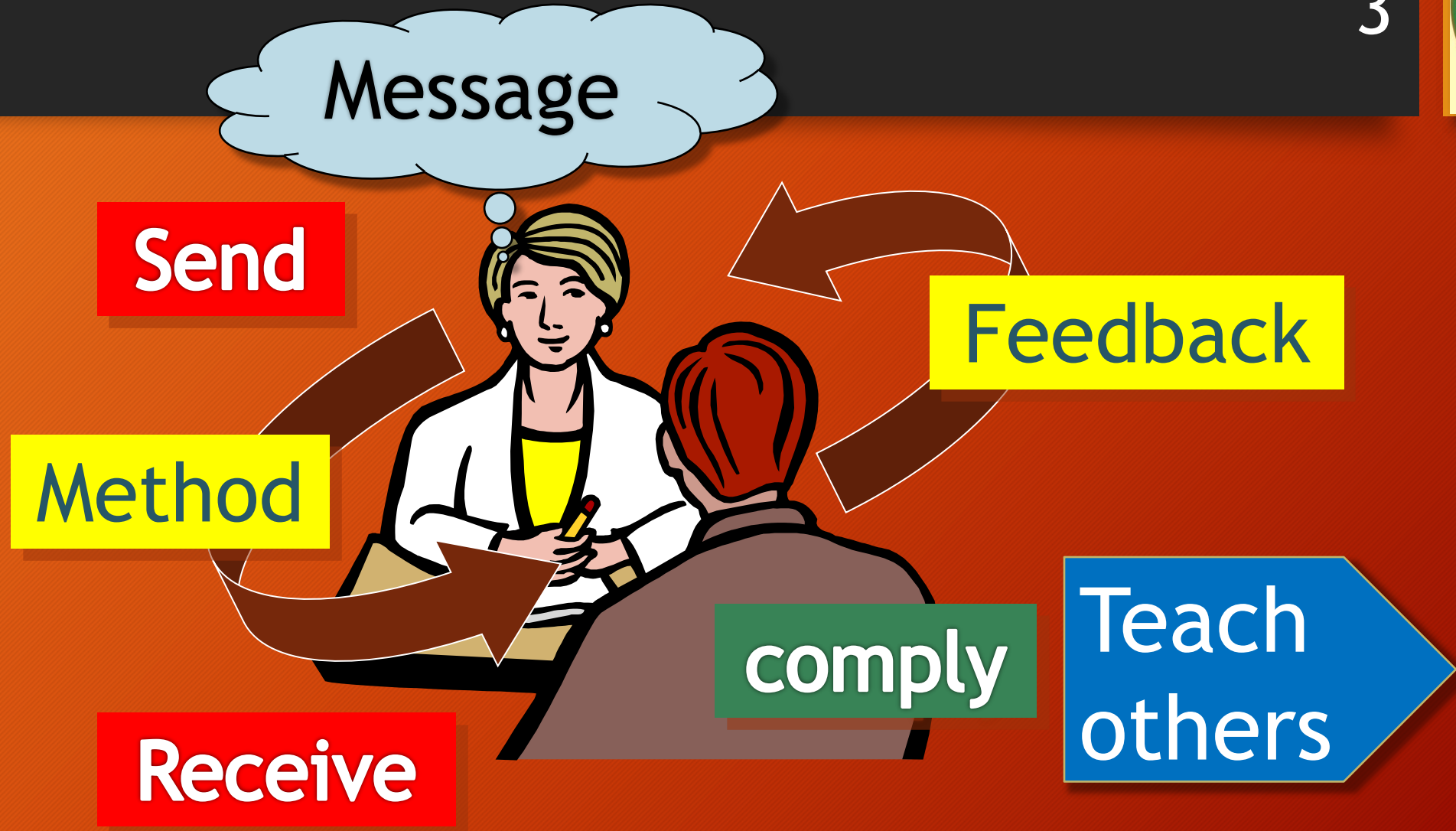
2



- ❑ To understand Benefits of Dr-pat communication
- ❑ To discover communication mistakes
- ❑ To explain building patient trust & respect
- ❑ To differentiate between functional & dysfunctional communication







# Communication Objectives

4



Understanding

Knowledge

Behavior

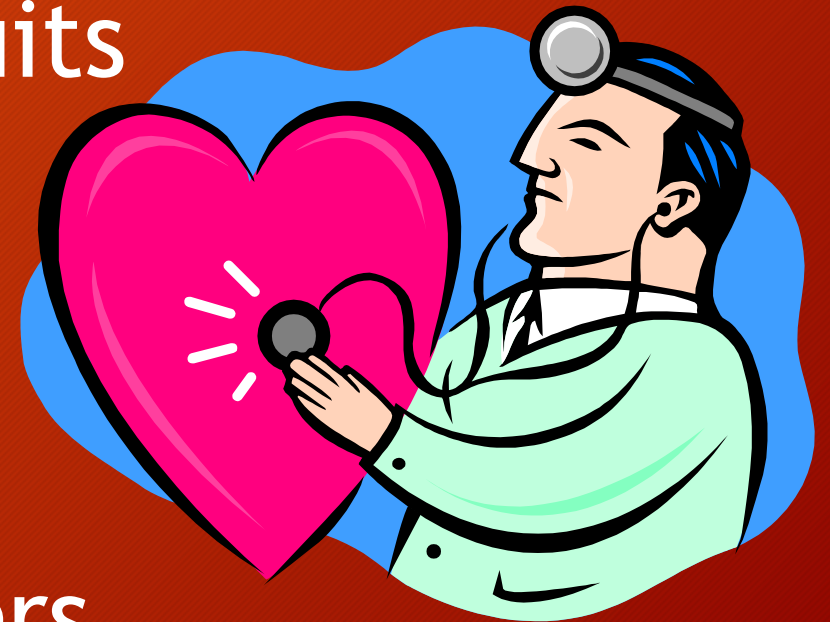


# Benefits of Dr-Patient Communication

5



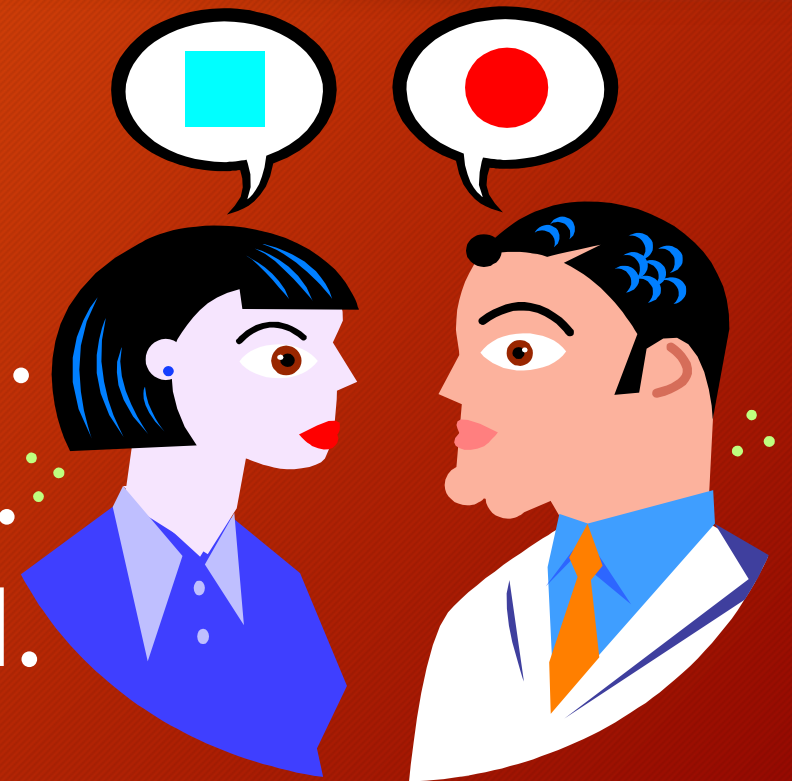
- Builds up Pat-Dr relation
- Reduces uncertainty
- Decreases malpractice suits
- Prevents Pat-Dr violence
- Improves compliance
- Helps in management
- Accelerates healing
- Patient would teach others



# Dr communication mistakes 6



- **NOT** introduce himself.
- **NOT** explain actions.
- **Neither** listen, **nor** understand.
- **NOT** explore patient's feelings. ∴
- **NOT** explore social background.
- **NOT** let patient talk or ask.





# Building good understanding 7



- 1-Dr Self-awareness: realistic image
- 2-Awareness of patient: non-verbal communication & Active listening)
- 3-Awareness of place & time: quiet & privacy
- 4-Use functional communication.
- 5-Avoid dysfunctional communication.
- 6-Understand the patient's personality



# Functional communication 8



❑ **Non-verbal** لغة الجسد (التعابير) :

eye contact, no separating barrier

❑ **Active listening** الاستماع : rephrasing,

paraphrasing (Feedback to patient, show that you have listened.

❑ **Sympathy** العطف Feel sorry for the patient

❑ **Empathy** التعاطف Put yourself instead of patient







# Dysfunctional communication

9



- ❑ **Blaming:** الملامة never blame your patient. Seen under stress.
- ❑ **Placating:** الاطراء is dangerous. Don't allow him to placate you, why?
- ❑ **Super-reasonable:** is providing facts with no personal element. No sympathy, no empathy.
- ❑ **Irrelevant:** each has his own concerns, nothing common.

# Is this good communication, why?

10



- ☐ Eye to eye
- ☐ No barrier
- ☐ Body language
- ☐ Active listening
- ☐ sympathy



# Is this good communication, why?

11



- ☐ No eye-eye
- ☐ Busy Dr
- ☐ No privacy
- ☐ No awareness
- ☐ No sympathy

# Is there any communication ? 12



- ☐ Eye-eye
- ☐ Body language
- ☐ Privacy
- ☐ Sympathy



# Is this good communication, why? 13



- ☐ Eye-eye
- ☐ No barrier
- ☐ Body language
- ☐ Active listening
- ☐ Sympathy









Farah Voley