



Dr Patient Communication

Family & Community Medicine Dept 2025

الدكتور جمال الخضيرى



Learning objectives

2



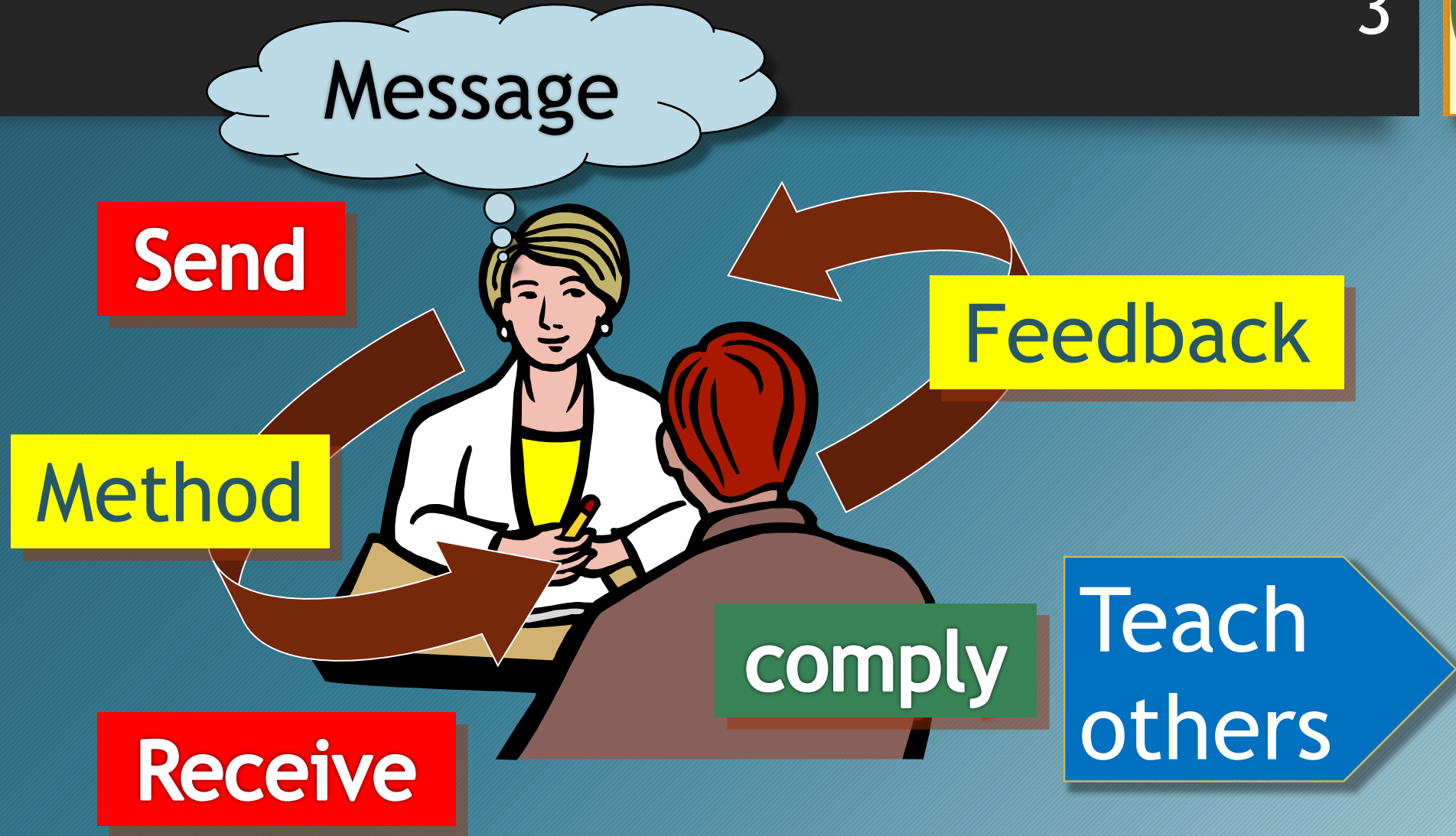
❑ To understand Benefits of Dr-pat communication

❑ To discover communication mistakes

❑ To explain building patient trust & respect

❑ To differentiate between functional & dysfunctional communication





Communication Objectives

4



Understanding

Knowledge

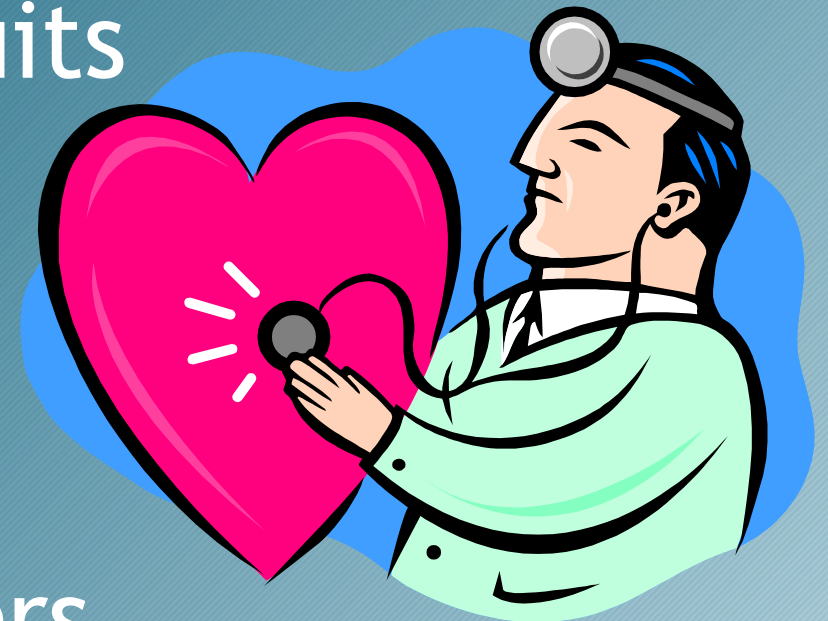
Behavior

Benefits of Dr-Patient Communication

5



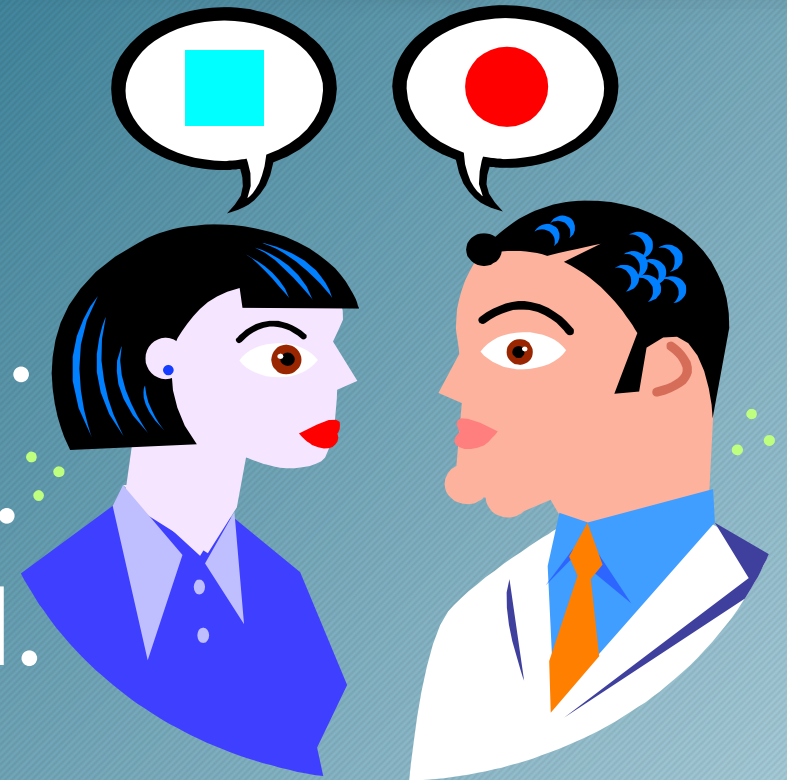
- Builds up Pat-Dr relation
- Reduces uncertainty
- Decreases malpractice suits
- Prevents Pat-Dr violence
- Improves compliance
- Helps in management
- Accelerates healing
- Patient would teach others



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.

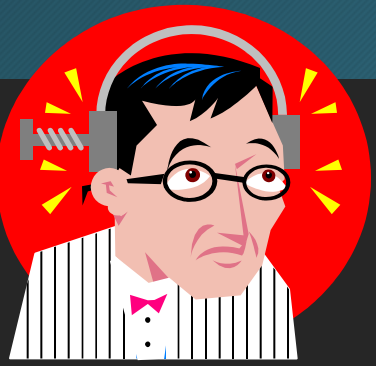


Building good understanding 7



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





Dysfunctional communication

8



- ❑ **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.

Functional communication 9



❑ **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



Is this good communication, why?

10



- Eye to eye
- No barrier
- Body language
- Active listening
- Pat. awareness
- sympathy



Is this good communication, why?



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



Is there any communication ? 12



- Eye-eye
- Body language
- Privacy
- Pat. awareness
- Sympathy



Is this good communication, why? 13



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



Is there any communication?







References



- Cockerham W C. **Medical Sociology**. 15th ed, 2022, Pearson Education, New Jersey.
- WHO **مهارات التواصل الفعال - دليل المشاركين** 2015
- Conard P & . **The Sociology of Health & Illness**. 9th ed, 2011.



فراهکول