

Basic Rules of Communication Between a Doctor and a Patient

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Abstract. Communication between a doctor, other medical personnel, and a patient occupies a special place in the healthcare system. Each patient visit to a medical institution is accompanied by direct interaction with medical personnel, and communication with a doctor is particularly important.

Communicative competence occupies one of the leading places in a doctor's professional activity. This is because the results of treatment, the patient's health, and life depend on the communication between the doctor and the patient, who are the main participants in communication in medicine.

Keywords: communication; doctor; patient; language; dialogue; intonation.

INTRODUCTION

The main goal of medicine is a healthy and satisfied patient, and the level of relationship with the doctor plays an important role in this. Medical practice is based on confidential communication between a medical worker and a patient, adhering to medical ethics. The doctor-patient relationship, as a value, must be developed and maintained.

One of the important aspects that distinguishes the doctor's profession from other professions is his regular communication with the patient. A person who visits a doctor trusts him with his health, life, mind and feelings. The ethics of the relationship between a doctor and a patient or a nurse and a patient are very important because the role of the "man in a white coat" and the degree of trust he instils can be decisive for the success of treatment.

A significant part of the communication between a doctor and a patient is built through dialogue. A doctor can speak competently, but with a difficult-to-perceive diction, misdirected stress, vulgar tone, and incorrect intonation, he is poorly understood, and trust cannot be instilled. The word allows not only to convey information but also to show its emotional load. The doctor's speech voice reflects his culture. It is especially

important to pay attention to what the doctor says and how he says it [1].

RESULTS AND DISCUSSION

The basic rules of communication between a doctor and a patient are as follows:

The manner of communication with the patient. The doctor must carefully think through everything in advance and try not to complicate the situation. Moreover, due to the specifics of the field, the patient may not know much about what awaits him in the course of the disease. The doctor has no right to humiliate the patient and ignore the opportunity to express his point of view.

Listen to the patient and pay attention to him. If the doctor hears what the patient says, this is treatment. Medical ethics forbid the doctor from being distracted by phone calls or conversations with colleagues while talking to the patient. Lack of attention to the patient leads to a perception of unnecessaryness, hopelessness, indifference, and, as a result, distrust of the doctor.

It is necessary to take care of the patient's mental health. The conversation with the patient should be individual, not in a common room in front of colleagues. It should not be too informal or openly distant. The doctor's tone of voice should be

soft. And most importantly, it should be based on respect for the patient. The doctor should have active listening skills: ask open questions and maintain eye contact [2].

The anamnesis should be taken only by the attending physician. The patient is unlikely to feel comfortable sharing his medical history with many people. He will lose the patient's trust, and the treating physician may miss something important. In addition, the patient may feel that the attending physician has not read the information provided and will feel deprived of attention.

It is known that the speed of presentation of ideas can be different. At the same time, extreme options (too slow or too fast speech) can irritate infuriate because the interlocutor does not understand or understand the speaker's thoughts with difficulty. Many factors, such as health status, individual habits, etc., determine speech speed. National characteristics also affect the speed of speech. For better perception of information, the interviewers should have close indicators of the speed of speech and thinking.

It is impossible to bypass such features of speech as loud speech and the power of the voice. An excessively loud or quiet doctor's voice can irritate patients and colleagues. When a doctor speaks quietly, the patient first draws attention to hearing what is being said and asked. When this is not possible, he becomes irritated and angry. The doctor also experiences moral and professional tension when patients speak in a quiet voice; in such cases, he inevitably sometimes becomes "deaf" to very important information. As a result, this "deafness" can lead to serious conflicts.

With good communication skills, the doctor increases the tolerance and overall satisfaction of the patient.

The ethical behaviour of the doctor implies the most convenient examination methods necessary for the correct diagnosis of the patient. If additional manipulations are required (for example, for scientific purposes), they should be included in the voluntary informed consent. All additional prescriptions should be discussed with the patient. At the same time, the doctor should fully inform the patient about the consequences of such decisions and obtain consent. This guarantees the patient can count on a certain treatment package and procedures.

Speech defects include the manner of "swallowing" at the beginning, end, or middle of a word.

When talking to a patient, the doctor should avoid not only everyday jargon but also professional jargon. Excessive use of foreign words can lead to the danger of losing mutual understanding, trust and closeness between the doctor and the patient in difficult, tense, often extreme situations [1].

A serious communication problem is the gossip of individual doctors and patients, the saturation of speech with insignificant details, and the confusion with trite words. As a result, the conversation loses the logic, accuracy, and harmony of the information you want to convey. The doctor needs to show patience and wisdom. The conversation should be directed in the right direction. If the answers to the doctor's questions are inaccurate or incomprehensible, you need to patiently apologetically ask for repetition and provide an explanation.

One of the reasons why patients choose private clinics is the friendly attitude of the medical staff and nurses there. Everything must also be considered: appearance, manner of communication and gestures. After all, a conversation between a doctor and a patient is a real science; much depends on the doctor's communication skills. The doctor must have good verbal communication skills, correctly formulate and express his thoughts, and have good logical thinking. The doctor must know how to "reach" the patient, explain the problem, convey the message and adapt his knowledge to each patient's needs and level of development because each patient has a different life experience and quality.

The doctor should not allow himself to be alarmed by the patient's rapid speech or excessive slowness, as well as to prick up reproach if the patient repeats, gets confused, or switches from one to another. Clear inattention and distraction of the doctor's attention can lead to an explosion of anger and hostility [1].

The doctor must receive answers to all the questions that interest him, but at the same time, be delicate, taking into account the patient's psyche, reaction to the environment, and level of development. The humane essence of the doctor's calling is naturally connected with considering all the mentioned features of the sick person. The doctor's speech, his manner of speaking, that is, speech etiquette, is determined not only by education but also by the level of upbringing, internal politeness, sincere generosity and kindness.

Psychological communication is an important factor in the success of treatment, and the patient needs to trust his doctor and be sure that he will not be harmed. The patient must feel that the doctor cares about his recovery because emotional support is vital.

Effective communication between a doctor and a patient improves mutual understanding, provides complete and accurate information about the patient's condition and needs, and helps the doctor better explain the diagnosis and treatment plan and answer questions.

Communication culture is an important component of almost any profession. The success of treatment depends not only on the doctor's professional skills but also on his talent for communicating with patients, their relatives, and colleagues, on ethical and aesthetic upbringing, on the one hand, on the culture of communication, which is expressed in the ability to be modest, polite, but respectful of one's dignity [2].

The doctor must have empathy, the ability to listen actively and attentively, explain medical information clearly and intelligibly, show respect for the patient and his rights, and be open to dialogue and interaction.

The first impression, tone, speech volume, facial expressions, and gestures are particularly important in forming a trusting attitude towards the doctor. The manner of greeting patients can assess the general and professional culture of the doctor. Each doctor should listen carefully to the patient, answer the patient clearly and precisely, and accurately identify the problems that brought the patient to the doctor.

The clinician can use strategies such as using simple and understandable language, using visual aids (such as diagrams or drawings), asking open questions, demonstrating empathy and support, and giving the patient time to express his questions and concerns to improve understanding and cooperation.

The doctor's speech should be polite and conducive to further conversation. He should address the patient and colleagues with "You" as a sign of respect. The doctor's speech should be accessible and understandable to each patient. Intonation, associated with the text, facial expressions, gestures, speech speed, etc., plays an important role in the doctor's speech.

Politeness, agility and empathy for listening to the patient, the claims of his relatives, and colleagues' comments are necessary for the doctor when making any effort. The chosen communication style in the professional world also plays an important role in forming his professional image.

Respectful appeal to colleagues and the white medical gown emphasise the profession's purity and high value. The attitude toward him as a person and the possibility and effectiveness of cooperation in achieving results depend on the moral impression created by the doctor.

The doctor must remember that sometimes a kind, good-natured smile and an open look heal the patient without the doctor saying a single word. The patient will happily tell his troubles to such a doctor, ensuring that this person will listen to and understand him. Therefore, every doctor must have a highly professional speech culture, the basis of which should be literary language.

Speech etiquette formulas are organically included in the communication between the doctor and the patient. The doctor's speech should consider the patient's social status, age, education, and emotional state. By using speech etiquette in the doctor's communication with the patient (their lexical expression, frequency of use, appropriateness of occurrence), one can judge the level of the doctor's speech culture, his belonging to a certain type of speech culture.

CONCLUSIONS

The main functions of the doctor's speech etiquette and politeness are: 1) Establishing contact with the patient; 2) Maintaining formal-polite relationships.

Professional communication between doctors includes the following unwritten rules:

- 1) Show compassion and sensitivity to each patient's feelings.
- 2) Be polite and do not violate the patient's emotional boundaries.
- 3) Continually strive for honest communication based on respect.
- 4) Instil confidence in the patient and explain prescriptions and treatment recommendations.

- 5) Constantly develop professional skills, undergo training, and be able to work with modern technological equipment.
- 6) Respect your colleagues.
- 7) Be competent in your field.

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