

IMPORTANCE OF THE COMMUNICATION WITHIN PATIENT-PHYSICIAN RELATIONSHIP

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Abstract: The patient - physician communication is a direct, face to face, uninterposed and informal communication. The research in the field attests the fact that the „patient's satisfaction is related to the perception of technical abilities, intelligence and the competence of the medical staff. However, the patients prevalently appreciate the interpersonal communication abilities of the medical staff". The present paper studies the main aspects of patient-physician communication, revealing its importance inside the relationship between the patient and his physician.

Keywords: patient-physician relationship, communication

Rezumat: Comunicarea medic - pacient este o comunicare directă, față în față, nemediată și neformalizată. Cercetările în domeniu demonstrează faptul că „satisfația pacienților se relaționează cu percepția aptitudinilor tehnice, inteligența și calificarea personalului medical. Totuși, pacienții apreciază prioritar aptitudinile de comunicare interpersonală ale personalului medical". Lucrarea de față studiază principalele aspecte ale comunicării medic-pacient, relevând importanța acesteia în cadrul relației dintre pacient și medicul curant.

Cuvinte cheie: relația medic-pacient, comunicare

PURPOSE OF THE PAPER

The purpose of the paper is to evaluate the level of satisfaction of the hospitalized patients regarding the quality of the communication with the physician.

MATERIAL AND METHOD

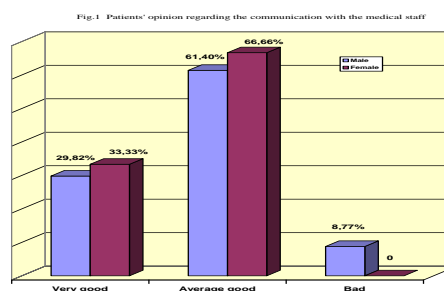
This study was accomplished in the town of Sibiu, in 2007, at the level of the Clinical County Hospital (sections of cardiology, internal, oncology, neurology, nutrition and metabolism diseases, general surgery and orthopaedics) and at the level of the Clinical Hospital of Pneumophtisiology, taking into account a batch made up of 120 patients, aleatorily selected.

RESULTS

Our study suggests that the medical staff communicate to their patients the medical data about their health state in proportion of 80%. The physician requested or took into consideration the patents' opinion with a view to establish the treatment in almost 63% of

the cases and asked for their consent in case of certain manoeuvres/surgical interventions in proportion of 90%.

The opinion of the studied patients regarding the communication with the medical staff reveals that this is very good in 31,16% cases and good in 64,16% of cases. (Fig. 1).



Regarding the question whether the time awarded for consultation and visits is sufficient, the majority of the patients answered affirmatively (65%) and a small part of them responded negatively (15%); there was a percentage of 20% who had no opinion in this respect.

The sustainability of the medical care represents a positive factor in the physician-doctor relationship, increasing the patient's level of trusting his physician. (Table no.1).

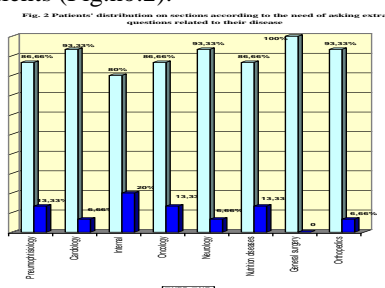
Table. no. 1. Distribution of the studied patients according to the safety level perceived during a long term relation with the physician.

Section	Patients taken into consideration		A long term relation with the physician gives a higher level of safety for the patient	
			YES	NO
Pneumopht isiology	No. of patients	15	14	1
	Percentage	100 %	93.33 %	6.66%
Cardiology	No. of patients	15	14	1
	Percentage	100 %	93.33 %	6.66%

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Internal	No. of patients	15	15	0
	Percentage	100 %	100 %	0
Oncology	No. of patients	15	14	1
	Percentage	100 %	93.33 %	6.66%
Neurology	No. of patients	15	14	1
	Percentage	100 %	93.33 %	6.66%
Nutrition diseases	No. of patients	15	12	3
	Percentage	100 %	80%	20%
General surgery	No. of patients	15	14	1
	Percentage	100 %	93.33 %	6.66%
Orthopaedics	No. of patients	15	15	0
	Percentage	100 %	100 %	0
TOTAL SECTIONS	No. of patients	120	112	8
	Percentage	100 %	93.33 %	6.66%

Regarding the need of patients to ask extra questions to the physician's explanations on their health state, 90% say they need to put such questions, mainly the female patients (Fig.no.2):



The patients' opinion regarding the importance of the professional competence of the physician and/or a better communication between patient and physician was the following: 25% said that a good patient-physician communication is more important and 67,5% consider that both are important for them; the rest of 7,5% exclusively prefer the technical qualities of the medical services supplier.

CONCLUSIONS

1. The research suggests the fact that, in most of the cases, the medical staff communicates the data related to the patients' health state, including those regarding the established treatment.
2. An important aspect of the physician-patient quality communication is the clarity of the information offered to the patient. The study reveals that the majority of the medical information is understood by the patients.
3. The majority of the studied patients sustain that they have been asked for their consent in case of certain therapeutic conducts and that they have been

4. informed on the consequences implied by the refusal of the treatment or of the medical intervention.
4. From the point of view of the patients' satisfaction level related to the attitude of the medical staff, all patients said they were pleased and the opinion of the patients regarding the communication with the medical staff revealed the fact that in most of the cases, the communication was good; the female patients tended to be more pleased by the communication with the medical staff.
5. The study emphasizes the fact that the majority of the patients wish that the recommendations should be made in writing, at the moment of their release from the hospital.
6. Regarding the time awarded for consultation and visits, more than a half said that it was sufficient; some of the patients could not answer to this question.
7. The sustainability of the medical care is a positive factor in the physician-patient relationship. Almost all subjects sustain that a long term relation with the physician gave them more confidence and a more safety level towards the offered medical services.
8. Regarding the need of patients to ask extra questions to the physician's explanations on their health state, the majority of them felt like they needed to ask further questions, but only half of them really did this.
9. In the opinion of the majority of the patients included in our research, both the physician's competence and the quality of the communication are important for the patient.

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