



# The Importance Of PHYSICIAN-PATIENT COMMUNICATION

## The Physician-Patient Impact



With a mere 12% of adults proficient in health literacy, thorough physician-patient communication is an essential component of care.



It can also improve patient satisfaction, which research shows is linked to better patient outcomes.



High-quality communication works to facilitate positive and productive relationships.

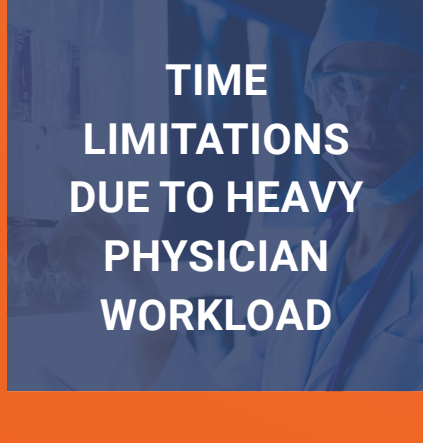


Patient dissatisfaction, on the other hand, often leads to poor treatment adherence, missed visits and negative word-of-mouth.



It has been shown to reduce delays in diagnosis and treatment as well as provide psychological benefits for both parties.

## The Main Detriments to Physician-Patient Relationship



## Models of Physician-Patient Relationship

	<b>Informative</b> Give information	<b>Interpretive</b> Advise patient	<b>Deliberative</b> Be provider and friend	<b>Paternalistic</b> Take charge
<b>Physician's Role</b>	Competent technical expert	Counselor or adviser	Trusted teacher	Guardian
<b>Conception of Patient's Autonomy</b>	Control over medical care	Understanding of personal medical care	Appreciation of medical care self-development	Subscribing to objective values
<b>Patient Values</b>	Known to the patients, defined & fixed	Requiring additional explanation, conflicting & inchoate	Open to revision or further development after discussion	Shared by both parties, objective
<b>Physician's Obligation</b>	Conveying relevant, factual information & implementing patient-selected intervention	Instructive elucidation of patient values & implementing patient-selected intervention	Conveying & persuading the patient of the optimal values & implementing patient-selected intervention	Promoting patient wellbeing separate from the patient's existing preferences

## Guidelines to Promote a Positive Physician-Patient Relationship



1. Maintain eye contact to help patients feel acknowledged.
2. Use active listening skills and empathize with what the patient is saying.
3. Be mindful of non-verbal cues.
4. Request feedback and make strides to improve patient satisfaction.
5. Utilize an overflow medical service that includes outsourcing with a call center.

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Call Centers