

DOCTOR-PATIENT RELATIONSHIP

Dr Maha El-Amami
F M Consultant

What's all about ?



Dr.-Pt. Relationship is the subject that
provided insights from Psychodynamic,
behavioural and sociological perspectives.

At best Dr.-Pt. Relationship should be one of :

Trust ,
Mutual respect
and Empathy.



It's a mutual investment



The Practical Uses of the Dr.-Pt. Relationship

Diagnosis:

By this is meant the doctor's prior knowledge of the patient, which may include his attitude to illness, personality, family background and past medical history.

Whole-person medicine:

The existence of a good doctor-patient relationship will heighten the doctor's awareness of the interplay and relative importance of social, psychological and physical factors.

Compliance

There is a growing body of evidence relating particular aspects of the doctor-patient interaction to effectiveness in improving health outcomes.

Factors which nurture Dr.-Pt. Relationship:

1-Primary care characteristics:-

Intimacy in the consultation and confidentiality

Accessibility of the doctor

Autonomy of the patient

Personal, comprehensive and continuing care

2- Doctors characteristics :

Honesty:

If both the doctor and the patient feel that the communications between them are honest, frank and straight forward, the mutual trust they have is likely to grow.



Sympathy:

Recognizing the other person's feelings and sharing his view that these feelings are appropriate.



Empathy:

The capacity to put oneself imaginatively into someone else's position and experience the feelings which doing so arouses.

Both doctor and patient have there own

Ideas

Concerns

Expectations



"I'M SORRY DOCTOR, BUT AGAIN I HAVE TO DISAGREE."

Ideas, concerns and expectations

are based on:-

Traditional sources

Past experiences

Religion

Education

Social class

Age

Others

Patients ideas make great sense from his
point of view

Patients concerns are almost certain

Patients expectations from the doctor often
determine the doctor patient relationship



**Patient's
agenda** **Doctor's** **agenda**

4/12 infant fever 39°C one Day

	PT's Mother	Dr
Ideas	Meningitis	URT
Concerns	Die or mental retardation	No Complications self limiting
Expectations	Referral	Advice & Antipyretic

Improving Dr-Pt. Relationship

Exploration

Explanation

Negotiation

Support

Why do some relationships go wrong ?

Assumptions

Detachment

Anxiety

The difficult patient

Frequent attendance

Dependence

