

Communicating with Difficult Patients at the Medical Office. Personal Study

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Abstract

Aims and Objectives of the Research:

1. Analysis of stress factors in the management of effective communication between doctor-patient-pharmacist.
2. Analysis of the attitudes and behaviors of the doctor and the patient, in stressful situations, related to the medical field.

Motivation for Choosing the Subject: Communication is the bond of a long-term relationship between doctor, patient and pharmacist, a fact that leads to mutual trust, a correct anamnesis and increased treatment compliance.

The awareness and responsibility of the patient for a healthy lifestyle, the increase in the quality of the medical act, the transparency of the relationship with the patient would lead to a better appreciation of the work of the doctor and the pharmacist.

Implication: The study on the relationship between family doctors and patients was carried out by the "College of Patients" and the "Association of Care for the Client" in February 2018 on a sample of 810 patients seen at family doctors in Bucharest and in the urban environment .

The personal study included 82 patients, registered at my family practice. The personal study is based on answers provided through a questionnaire consisting of 23 questions, self-completed, and the main barriers to effective doctor-patient communication were identified.

Perspectives: The purpose of research and data collection on tools and procedures for monitoring safety and the mode of intervention, can contribute to the future improvement of the quality of services and medical standards of diagnosis and treatment of patients.

Keywords

Stress, Doctor-patient-pharmacist communication, Personality disorders, Types of patients, Burnout syndrome.