

CHARACTERISTICS OF COMMUNICATION OF DOCTORS DURING CONSULTATION

Anubhuti Dubey

Associate Professor, Department of Psychology
D.D.U. Gorakhpur University, Gorakhpur, INDIA

&

Sarita Gupta

Ph.D., Department of Psychology
D.D.U. Gorakhpur University, Gorakhpur, INDIA

ABSTRACT

Communication skills are important tools for improving the quality of care. The present piece of work is designed to examine whether different types of communication style have an effect on the patient's adherence to treatment, satisfaction with recovery and satisfaction with present health status. The sample comprised of 60 Allopathic Doctors of both government and private hospitals and three patients of each doctor, i.e. a total of 180 patients. The patient centered communication is collaborative communication which involve the two way exchange process. The present findings showed attentive listening skills, empathy, and use of open-ended questions are some examples of skillful communication, had been observed by researcher.

Keywords: Doctor-centered communication, Patient-centered communication, adherence, recovery, satisfaction.