



IMPORTANCE OF GOOD COMMUNICATION IN HEALTH CARE SYSTEM.

Emergency Medicine

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KEYWORDS

In SMS Medical Emergency hundreds of patients come every day for medical treatment some of them are unconscious at the time of receiving, some are very serious but not unconscious and many came with simple problems like pain abdomen, fever, UTI, diarrhea etc.

When you communicate humbly with them it will create a mutual confidence between patients and medical staff and it will improve the medical care as well as reduce the conflict incidences in medical emergency department which often can be seen in day to day work.

Collectively, medical professionals have a wealth of knowledge and expertise. Skillful communication is essential to health care. Clear, honest and humble communication between patient and Medical staff paves the way for better medical care, accurate diagnoses and balance treatment decisions. Similarly, clear, confidential communication between members of a care team results in swiftly and ethically delivered care without breaching confidentiality.

Health care staff can help patients feel heard, ease their fears, and encourage them to disclose relevant information as well as consent (if needed) about disease, incidents or any important medical information which can be helpful in medical treatment.

Strategies for Effective Health Communication

To overcome the many barriers and creating positive environment in medical emergency department for effective health care and better outcome following steps need to be taken in health care system.

Be Humble with patients and their attendant.

Studies show that when a patient and medical care team communicates positively with each other during hospital stay then it builds confidence mutually and that is the important steps in patients care system. Patients often feel uncomfortable voicing their concerns, even after a few minutes of empathetic conversation they don't feel comfortable to speak out their medical problems.

The "BATHE" technique guides providers to ask patients questions that solicit more information and develop rapport.

Background: Ask a patient about their present situation.

Affect: Ask your patient how they are emotionally relating to their health concern.

Trouble: Ask your patient about what they are worried about or what they foresee as obstacles.

Handling: Ask your patient about how they are dealing with their situation.

Empathy: Show patients you are listening; reflect back what you hear them saying about their feelings.

Speak in Simple Language

Health care staff should avoid medical terminology where possible, and instead communicate in plain language with patients. Where terminology is necessary it should be appropriate, to define the medical language. Speaking in plain language communicates to patients which provide two-way conversation.

Keep medical record confidential

The patient's medical record, investigation, medical problems, medical history etc. should be confidential and it should not be shared with any one without patients consent.

Communicate Like a Leader in Healthcare Settings

With so much at stake, communication in health care is a serious priority. As such, health care needs leaders who recognize the importance of communication can do outstanding work in medical emergency to treat the patients as well as creating a confidence among people that you are doing medical job with full sincerity and sensitivity.

CONCLUSION

When medical staff deal with patients and their attendants in emergency medicine department it gives outstanding results in patients care system and also very important for sensitivity presentation of medical staff which shows how much humble you are with them. Certainly good communication has a great contribution in medical care system and in patient's outcome. Good communication with patients built a great humanitarian image of health care system among common men. Healthcare leaders should understand the affectivity of this behavior tool to establish great values in health care facilities with recognizing the importance of listening to one another will improve the medical care as well as reduce the conflict incidences in medical emergency department which often occurs.

REFERENCES

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