

PSYCHOLOGICAL FEATURES OF DOCTOR-PATIENT RELATIONSHIP

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Abstract: This article is devoted to revealing the characteristics of the important role of the doctor's psychology in the process of providing medical care and studying the specific aspects of the psychological characteristics of the patient-doctor communication. In medical practice, it is believed that the process of communication between the doctor and the patient is one of the important factors in the outcome of treatment.

Keywords: Patient, doctor, communication, disease, recovery, medicine, miraculous cure, conversation .

Communication is a process that involves the transmission or exchange of information between two people, a communicator and a receiver. Communication skills mean "the ability to effectively convey information to another", including non-verbal and verbal interaction, tone of voice, phrases, gestures, expressions, and body language used when communicating with another person.

The doctor's communicative behavior during a consultation is as important as the information conveyed to the patient. Important aspects of doctor-patient communication include developing good interpersonal relationships, being a good listener, sharing information, and developing patient-centered management plans.

Good and effective doctor-patient communication increases patients' trust in their doctors and their satisfaction with them, and indirectly affects patients' health, such as improving symptoms and adhering to medical treatment. Thus, from a clinical perspective, effective communication is part of a strategy for doctors to ensure that they provide high-quality care to their patients.

The doctor-patient interaction is the foundation of the treatment process. In this, the doctor's full attention to the patient, sincerity, attentive listening, sharing concern with the patient, and seriousness serve as the basis for establishing an interaction. Good doctor-patient communication leads to patients' satisfaction with their care, adherence to the doctor's recommendations, adherence to the treatment plan, improved mental health, and improved psychological adjustment.

This leads to a reduction in repeat visits and admissions, with a reduction in overall economic costs. Better communication can also increase physician satisfaction in terms of fewer patient complaints, increased job satisfaction, reduced work-related stress, and reduced fatigue.

Often, patients' fear and despair, which arise from a lack of medical knowledge and imagination, contribute to the exacerbation of the disease. For example, they think that a cramp in the superficial veins of the head or skin is a symptom of paralysis, or a decrease in heart rate (extrasystole) is a sign of cardiac arrest.

For many patients, the diagnosis of 'heart attack' is very scary, they think that their heart will burst or will never work.

Not to mention the fears of cancer. In such situations, the patient's hope is the doctor, who pays attention to every word. This communication requires a great responsibility from the doctor, first of all, his confidence in himself, his knowledge, his skills should be manifested in his speech, in any situation he should be able to convince the patient that he will recover from the disease.

Disease is a mental problem, before treating the patient, he must first regulate his internal psycho-therapeutic influence by communicating with him and achieve inner peace.

It is not always possible to achieve a cure without prescription drugs. Often, if there are no significant symptoms in the patient, it can be cured with a sweet word instead of strong and weak drugs

According to medical data, promoting health literacy by sharing advice and treatment plans also leads to patient satisfaction, while those who had very limited conversations with their doctors without any explanation or advice were more likely to be disappointed. This finding is consistent with other studies.

A study in Pakistan found that several components of the doctor-patient interaction, such as technical expertise, time spent, overall approach to communication, and alternative health care were associated with patients' experiences of vulnerability. Similarly, a study in Singapore found that the majority of health care complaints were due to communication problems, including nonverbal and verbal communication errors, and poor patient-doctor communication.

In terms of the explanation provided by doctors during their interactions with patients, if doctors presented information related to the disease and management in a way that patients fully understood the importance of self-management, patients would become more experienced in self-management and their disease management and treatment would improve rapidly.

Given that health services in countries are used by a multi-racial population, language, belief, and cultural barriers can often be obstacles to effective communication between doctors and patients. The need for proper communication in the doctor-patient relationship is essential to meet patients' expectations.

Communication between a doctor and a patient is not just an exchange of medical information, but also a process of mental, emotional, and social connection. During the conversation, the doctor must take into account not only the physical symptoms of the patient, but also his feelings, fears and hopes. One of the most important factors in medical practice is the communication between the doctor and the patient. The success of any diagnosis, treatment or procedure directly depends not only on medical knowledge and techniques, but also on the doctor's psychological approach and communication culture.

A doctor treats not only the disease, but also the person. Therefore, it is said that establishing proper psychological contact with the patient is half the treatment. From the point of view of medical psychology, communication between a doctor and a patient is a process of interaction between two individuals. In it, not only medical information is exchanged, but also emotional, mental and social signals.

The main goal of communication is to instill trust in the patient, ensure mental calm and create a positive attitude towards treatment. In this process, the doctor works in two directions:

1. Information exchange - providing information about the diagnosis and treatment;
2. Emotional communication - to calm the patient, listen to his pain, encourage him. A good doctor should be not only knowledgeable, but also emotionally sensitive, patient and attentive.

The main qualities are:

- Empathy - to feel the patient's pain, not to be indifferent to his emotional pain;
- Calmness - to be able to control one's emotions in any situation;
- Speech culture - the doctor's speech should be short, clear, calm and confident;
- Active listening - to listen to the patient's words completely, without interrupting;
- Sincerity - the patient should feel sincere attention, not a fake smile. Empathic communication method - creating emotional closeness through words such as "I understand you", "I feel your situation".

- Reflexive communication - to let the patient know that he is listening by repeating his words.
- Nonverbal communication - instilling trust through expressions such as eye contact, tone of voice, body posture, and smile.
- Supportive conversation - encouraging the patient, giving him strength. Doctor-patient communication is the spiritual foundation of medicine.

In this, the doctor uses humanity, patience, kindness, and empathy along with knowledge. The patient feels like a valued person, not just a medical object.

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