

# THE EFFECT OF COMMUNICATION BETWEEN DOCTORS AND PATIENTS AND ITS IMPACT ON PUBLIC HEALTH

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**Abstract**— Communication between doctors and patients is attracting an increasing amount of attention within health care studies. In the past two decades descriptive and experimental research has tried to shed light on the communication process during medical consultations. This study is cross sectional(analytic),the data came in a form of questionnaire, the questionnaire had 10 questions, the questionnaire were distributed on social media sites through a link to the questionnaire which was designed and hosted at "Survey Monkey" ,there were no paper form,151 individual answered the questionnaire 145 of them answered them with the trick question to check if the people who answered it were paying attention to what the questionnaire means, so 6 were extracted to have a total of 145.

After collecting our data and analyzing them we got the following information about our survey: Around half (54.5%) of the sample (Patients) says in general that the doctors they have seen have an average welcoming rate (good), while 37.2% says they were excellent in welcoming and only 8.3% says it was bad. In comparing to the last result, the majority of the sample (73.8%) thinks that good welcoming help patients to say what they really feel. After all of this facts about the effect of patient doctors good communication , we recommend that more effort should be done on this subject and we strongly suggest that more researches should be done in Saudi Arabia to measure this effect appropriately . we also recommend to spend more time in teaching doctors and medical students communication skills in more effective way .

## 1 INTRODUCTION

Medicine is an art whose magic and creative ability have long been recognized as residing in the interpersonal aspects of patient-physician relationship."

Communication between doctors and patients is attracting an increasing amount of attention within health care studies. In the past two decades descriptive and experimental research has tried to shed light on the communication process during medical consultations. However, the insight gained from these efforts is limited. This is probably due to the fact that among inter-personal relationships, the doctor-patient relation is one of the most complex ones. It involves interaction between individuals in non-equal positions, is often non-voluntary, concerns issues of vital importance, is therefore emotionally laden, and requires close cooperation . While sophisticated technologies may be used for medical diagnosis and treatment, inter-personal communication is the primary tool by which the physician and the patient exchange information .

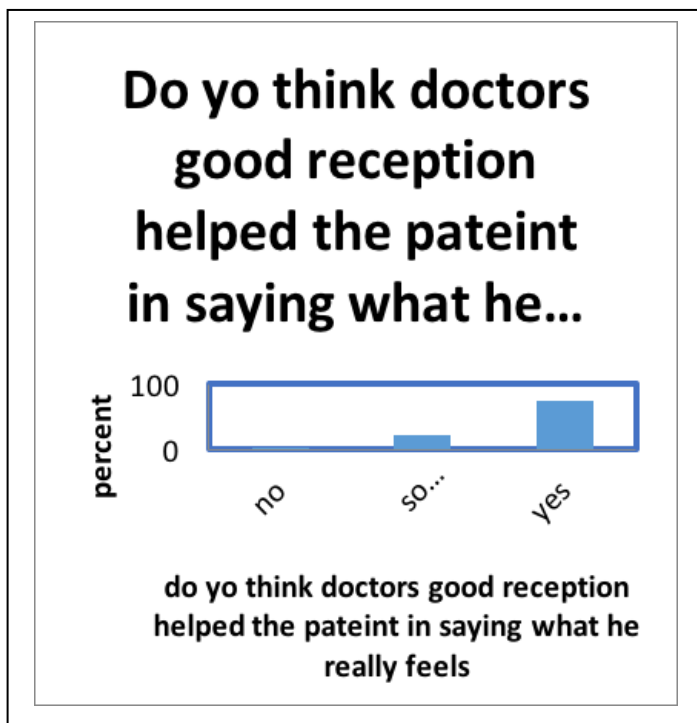
## 2 METHODS

This study is cross sectional(analytic),the data came in a form of questionnaire, the questionnaire had 10 questions, the questionnaire were distributed on social media sites through a link to the questionnaire which was designed and hosted at "Survey Monkey" ,there were no paper form,151 individual answered the questionnaire 145 of them answered them with the trick question to check if the people who answered it were paying attention to what the questionnaire means, so 6 were extracted to have a total of 145.

the data were taken to Google doc and then moved to Microsoft office excel and lastly to SpSS for analysis.

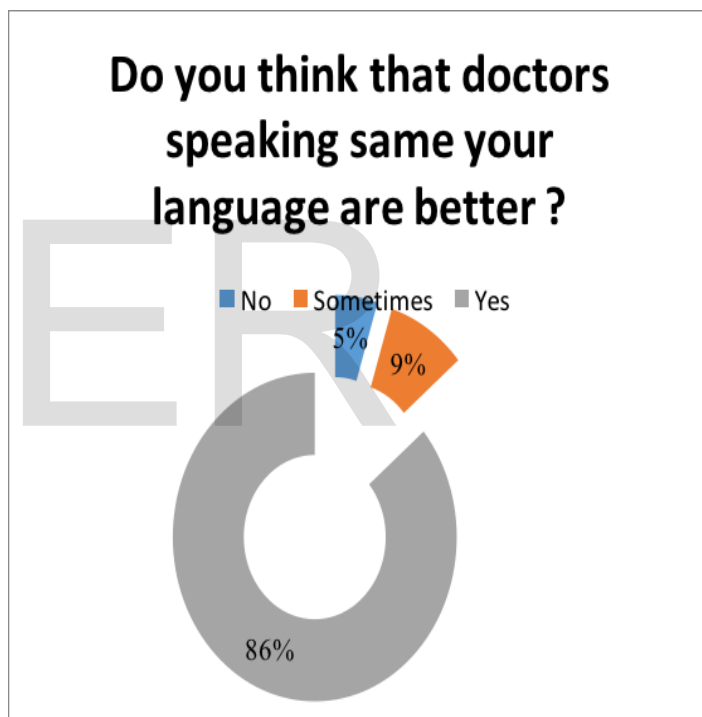
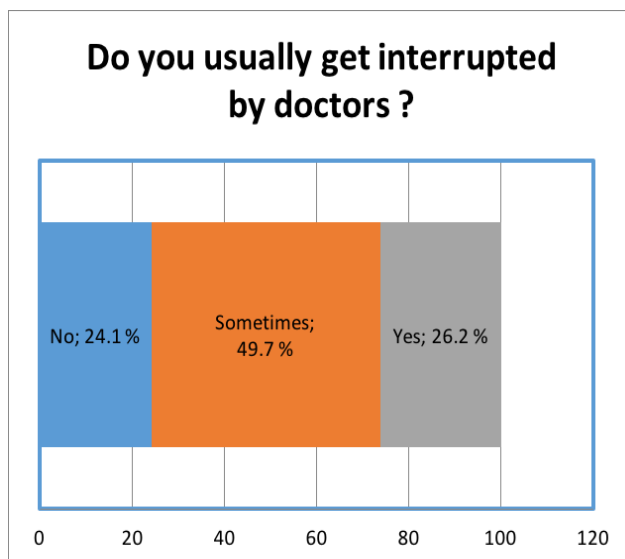
## 3 RESULT

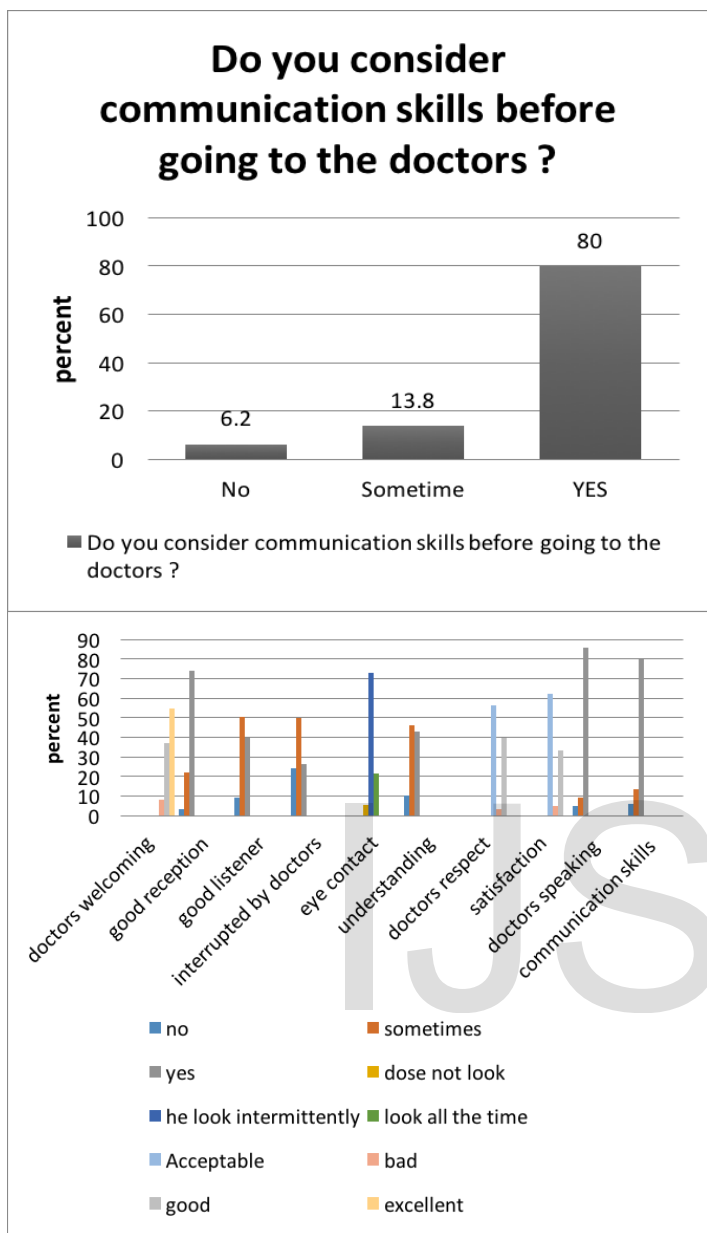
After collecting our data and analysing them we got the following information about our survey: Around half (54.5%) of the sample (Patients) says in general that the doctors they have seen have an average welcoming rate (good), while 37.2% says they were excellent in welcoming and only 8.3% says it was bad. In comparing to the last result, the majority of the sample (73.8%) thinks that good welcoming help patients to say what they really feel. (so doctors should welcome better to satisfy this variation). And 22.1% says sometimes it help while only 3.4% says no (this tell us the patient are aware enough that welcoming is important). When we asked about doctor communication skills, 50.3% of them tells that sometimes doctors are good listener while 40% says yes they are good and only 9.7 says no. Regarding the same skill we mentioned, around half of the sample (49.7) get interrupted from doctors sometimes and 26.2% always get interrupted while around the same percentage (24.1) did not get interrupted. While doctor eye contact get the following rating from patients: 73.1% looks intermittently and 21.4% were looking all the time, while 5.5 doesn't looks at all in the patient opinions.



About 88% of patient they say that they approximately understand what doctor tell them about their health status and 10% don't understand what doctor is saying to them. Most patient (around 97%) think doctors respect their culture in general while 3% rate them as bad. Also we check the sample satisfaction of doctors in general and we got the following rating: 62.1% says acceptable and 33.1 rate excellent while only 4.8% says bad. 85% of patients says that doctors speaking same your language are better in their visits while 9% think that sometimes and 4.8% says no. The majority of patients (80%) consider the communication skills before visit doctor to chose the doctor who has a better skills and 13.8% care sometimes and 6.2% don't care.

so satisfaction is good in general by 95.2% and bad by 4.8%





**4 DISCUSSION**

As mentioned in the result the patients doctors good communication is very important and have a great impact in the quality of public health and health services. Apart from our article a lot of articles have been done in many countries world wide to investigate this issue and to show if there is a really great impact in the patients health status, rate of improving, and cost reduction. It is found that the good patients doctors communication improve all the three things mentioned above. However, it is also found in many articles and researches that a good communicator doctor is better in understanding the disease of the patient , health status , and he is also faster in reaching the right diagnoses of the case , and he is also able to detect any systemic abnormality in the patient and psychological abnormalities that are effecting the patient . our article is supporting all the facts mentioned above as we investigate the communication in means of doctor welcoming , the degree of doctor listening ,eye contact , doctors respect to the culture,

patient satisfaction , and the language barriers between doctors and patients.

After all of this facts about the effect of patient doctors good communication , we recommend that more effort should be done on this subject and we strongly suggest that more researches should be done in Saudi Arabia to measure this effect appropriately . we also recommend to spend more time in teaching doctors and medical students communication skills in more effective way .

**5 CONCLUSION**

The patient will never care how much you know , until the they know how much you care " . ( Terry canale)

Doctor-patient communication is a major component of the process of health care. A good doctor-patient relationship can increase job satisfaction and reinforce patients self confidence , motivation , and positive view of their health status , which may influence their health outcomes.

Actually , we collected 145 questionnaires , though our results , we found the doctors welcoming is good , but we think should increase this aspect by doctors sensitizing and remind them the importance of that .

Also, we asked the patients opinion about doctors speaking same your language , we found most patients preferably the doctors the same language.

Finally , though our research , we are looking for the best methods to strengthen the relationship between doctor-patient to get the most health care for the patient .

**6 LIMITATION**

small of the sample size is the main limitation in this study . the short period of time in collection the data is the reason for this limitation . And we require a larger sample size to ensure a representative distribution of the population and to be considered representative of groups of people to whom results will be generalized or transferred . Also number of questions in the questionnaire is few because the number of questions that we can put it in survey monkey website is limited. we require to increase the number of questions in questionnaire to cover all aspects of the topic .

**7 ACKNOWLEDGMENTS**

We are most grateful to Dr.Abdulla alrabia and the community medicine department in imam Mohammad bin saud Islamic university for their contributions to this study

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