Communication skills
Doctor-patient relationship
Interview techniques

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Doctor-Patient Relationship

Rapport Styles
Transference Countertransference

Client centered
Collaborative
Paternalistic
A good relationship starts with good communication.
“The single biggest problem in communication is the illusion that it has taken place.”

- GEORGE BERNARD SHAW
The biggest communication problem is we do not listen to understand.
We listen to reply.
How to talk?

• Golden rules
  • Don’t criticize (deconstruct only when you are able to reconstruct)

  • Complement / Praise when needed

  • Practice what you preach (Demonstrate values and establish the tone)
Benefits of good communication skills in a therapeutic setting

• Accurate identification of patient’s problem
• Better patient (client) satisfaction
• Better understanding about illness, investigations and treatment options by the patient
• Better adherence to treatment by the patient
• Less chances of worry and apprehension by the patient
• Improvement of the wellbeing of the clinician

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6 KEY ACTIVE LISTENING SKILLS

1. PAY ATTENTION.
2. WITHHOLD JUDGEMENT.
3. REFLECT.
4. CLARIFY.
5. SUMMARIZE.
6. SHARE.
Communication

• Verbal 30%
• Nonverbal 70%
  • Facial expression
  • Gestures
  • Postures
  • Vocal tone modulations
• Flexibility- time, language, understanding levels, context etc
Explaining the purpose of interview ..... 

Interview process serves 3 purposes 

- Understanding the patient as a whole 
- Understanding the problems of the patient 
- Finding a solution for the problem
• Before the interview..... Explain that....

  • I will ask you several questions to understand you and your problem

  • I may interrupt you in between to understand things better

  • At the end, I can convey you my understanding about your problem and possible solutions

  • You will have chance to ask questions as well
Setting: Interview room

• Room should be safe and comfortable for the clinician as well as the patient
• Internal arrangements (Entry-Exit, position of chairs/couch, support materials, resources, safety)
Communication skills used during Interviewing

• Preparation (of Interviewer & Client/Patient)
  • Time, place, information (agenda)

• Structure of interview
  • Opening – Warm Up questions, introduction
  • Body – focusing on the agenda
  • Closing – Summarizing, concluding statement

• Questioning techniques
  • Open ended
  • Close ended
  • Leading
  • Multiple
  • Hypothetical
  • Probing
  • Reflective
  • Behavioral
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Communication skills used during Interviewing

Listen to .................
What is being said
How it is being said
What is not being said
Writing information during interview...

Should

Should not
Ending the interview

• Allow a couple of minutes
• Convey the key messages
  • Paraphrasing the content you heard
  • Explanation of problem
    • Why do you think there is some problem?
    • How common is this problem?
    • How big is this problem?
    • What are the possible outcomes?
    • Treatment options (risks and benefits of getting/not getting treated)
• Instillation of hope
• Future plan
• Thank you/Acknowledgement
Interviewing: Special situations

• A child
• An uncooperative patient
• A suicidal patient
• A malingeringer
• A violent patient
Setting the time is important

• Remember the SMART goal setting (Specific, Measurable, Achievable, Realistic & Time bound)

• Parkinson’s law: Work expands so as to fill the time available for its completion

• Limit the time a priory

• Consider attention span of the client
# How to give feedback?

People learn better with constructive criticism or feedback.

<table>
<thead>
<tr>
<th>Types</th>
<th>Constructive</th>
<th>Destructive</th>
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<td>Positive &amp; Constructive (Yes... And)</td>
<td>Positive and Destructive (Yes... But)</td>
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<tr>
<td>Negative</td>
<td>Negative and Constructive (No.. Because)</td>
<td>Negative and Destructive (No.)</td>
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</table>
Reciprocity
Authority
Consistency
Consensus
Scarcity
Liking
A successful therapeutic interview depends on
- Empathy
- Understanding the needs of the client
- Proper setting of agenda
- Interviewing style
- Listening skills
One of the most sincere forms of respect is actually listening to what another has to say.

Bryant H. McGill

Listening is often the only thing needed to help someone.