

## **Professional Communication Process to Medical Staff**

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**Abstract:** This article describes how a doctor should communicate with patients and colleagues. We will have complete information about the professional communication of the doctor.

**Keywords:** professional communication, important, should, patient.

**Introduction:** Communication is the exchange of information between the people and is an important factor affecting the psychology of human mood. Especially the correct communication of medical staff with the patient improves the patient's condition by 50-60 %, and again professional communicates indicates that the medical worker is knowledgeable doctor. Professional communication is the most important set of rules that a medical worker should know. Medical staff should go out with patient in any characteristic and this will facilitate the doctor's treatment.

There are four main types of communication in healthcare. It's important for medical professionals to be proficient in all four, as each contributes toward them being well-rounded and effective communicators.

**1. Verbal communication** is when healthcare professionals speak aloud, whether in-person, on the telephone, or on a video call. This can be to colleagues, patients, or patients' family members.

There is more to verbal communication than the words that are said - it's equally as important to be conscious of how they're spoken. This includes the tone and pitch. It's easy to forget that we pour emotion into our speech.

When speaking it's important to remain professional and courteous to others at all times - even when emotions are high and tempers fraught. This is why verbal communication skills in healthcare settings should be a developmental priority.

### **2. Non-verbal communication**

Non-verbal communication, such as body language and facial expressions, can affect how a patient absorbs information. For example, negative body language could unnecessarily exacerbate a patient's anxiety, which may affect a professional's credibility.

A big part of working in medicine is conveying empathy, confidence, and reassurance, which is why solid non-verbal communication is so important.

### **3. Written communication**

There's a stereotype surrounding doctors' messy, scribbled handwriting, with many joking that it can be illegible. In an industry where communication is so critical, written communication should also be developed.

Written communication should be thorough yet succinct, as well as clear and accurate. Whether it's a prescription, a referral letter, records, an email, or even personal data, all forms of written communication must be to a consistently high standard.

#### **4. Formal communication**

When dealing with sensitive subjects such as a patient's health, formal communication should be used often. This includes avoiding medical jargon, to make sure everyone can understand what is being said.

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What are some other benefits of effective communication in healthcare?

On top of helping to deliver exceptional healthcare, effective communication can have many other benefits that help those working in the industry.

#### **Making personal connections**

While those who work in healthcare are busy, making personal connections with patients - as well as colleagues - humanizes you and can help patients to relax. Similarly, once connections have been established it builds trust and compassion.

#### **Cultural awareness**

Working in medicine introduces professionals to people from all walks of life, including those with different beliefs, backgrounds, disabilities, and lifestyles. With open and honest communication medical staff can learn about different cultures and prevent awkward interactions and possible faux pas.

#### **Better patient satisfaction**

While doctors and nurses may not always be able to deliver good news, effective communication can lead to greater levels of patient satisfaction. By showing that you care, you can decrease complaints and even readmissions. When visiting a doctor, any patient's primary goal is to solve health problems. Nevertheless, visitors pay attention not only to the service quality but also to the communication skills of each doctor and medical staff. This article explains the critical notions of communication rules with patient. Almost every successful doctor dreams about opening his own business. It's hard work but it's also the way to reach your potential. Does it mean that to open a medical center you have to be a doctor? Actually, no. This article is aimed to explain the main notions of opening your own medical business. Let's take a look at the competencies and skills needed to open a medical center. Medicine is an attractive niche because of its efficiency and stable demand for professionals in the field. However, there are many subtleties as this type of business is strongly regulated by the state. Don't be afraid and let's consider all the moments you have to be aware of, starting a medical center.

The doctor has certain conditions for communicating with the patient. One of the main and important factors is the good treatment of the doctor with the patient. When a doctor interacts with a patient, he is formed in his eyes as a person of high morals, free from poverty. A doctor who fails to set his own moral standards is discredited in the imagination of the patient, even if he is educated. A doctor should be able to communicate in this way, and when a patient is sick, he should be encouraged and comforted, because every sick person seeks salvation from him and believes. At this time, the doctor should treat the patient carefully without crossing the border. The doctor should not be arrogant and deal with each patient individually. The doctor should not only give medicine, but also encourage him with his words and convince him that he will get better. A patient who is supported by a doctor in this way will change his mind and believe that he will be cured.

**Conclusion.** Any kind treatment will soften the heart of a forgiving person. Ibn Sina said that "any disease can be cured with sweet words." Treating the doctor like this helps the patient to recover

faster and this kind. Every educated doctor should know these rules well and be able to find a way to satisfy any patient. of support makes the doctor's job easier.

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