

## Interpersonal Communication Skills in Healthcare: Literature Review On Doctors and Patients Communication

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### Abstract

*The process of interpersonal communication is paramount in the interaction between the healthcare provider and the patient, and in the relationship with the sick or in need of care. Studies over the last decade documented how communication processes predict better outcomes in physician-patient interactions, and key components that should be considered in close relationships where health problems somehow define relationships. Has been made. Good interpersonal relationships between patients and service providers are important features of quality of care, characterized by a balance of mutual respect, openness, and their respective roles in decision making. This review is a review of healthcare, especially physician and patient interpersonal communication skills.*

### Introduction

The degree of active and communicative interaction between patients and healthcare providers has changed over the last few decades. Communication is a basic clinical skill that, when performed competently and efficiently, enables the establishment of a true therapeutic alliance, a relationship of trust between medical staff and patients and clients. In addition to the capabilities of medical staff and facilities, patients and customers are provided with advice, friendliness, openness and attention. How healthcare professionals respond to their needs and desires is a performance-enhancing factor that helps drive the reputation of the healthcare sector and the growing interest of patients and customers.

Scholars also consider the importance of the physician's patient influence and behavior, courtesy, availability, emphasis on patient identity, physical examination performance, and style of communication between humanity (Matthews & Feinstein, 1989 & Ware & Snyder, 1975). Martin (1983) and Armstrong (1991) emphasized that patients want to see themselves as active participants and that doctors need to convey information that corresponds to their priorities. Doctors need to be able to express themselves clearly, so use a language that patients can understand and listen to their patients. Petronio and Sargent explored these ethical dilemmas through the lens of Communication Privacy Management Theory (Petronio, 2002), a multi-application perspective on interpersonal problems encountered in healthcare.

A literature review revealed a good doctor-patient relationship. Physicians also need to dig deeper into the patient's situation and involve the patient in positive health outcomes and treatment decisions. For scholars, communication is most often more indirect or mediated through satisfaction with care, motivation to follow, confidence in doctors and systems, self-efficacy in self-care, and proximal consequences of physician interactions. It has been shown to affect health in different ways-patients' agreement and shared understanding of what affects health or may contribute to interim results that lead to better health (Arora, 2003). Epstein & Strasse, 2007).

Basically, physicians build communication skills through certain observable behaviors by physicians that have been shown to be associated with good patient relationships and health outcomes, primarily orally. Build relationships with patients. Referred physicians should be able to acquire general communication skills, be proficient in patient care, and be proactive in listening carefully (Chiò, 2008). Scientists also said that physician-patient communication enhances patient participation and adherence to recommended treatment proposals, impacting patient satisfaction, adherence, and access to health care. Improves quality of care and health outcomes (Diette, 2007; Arora2003). A good doctor-patient relationship makes things easier, especially when the news is bad (Platt, 2007). Some scientists have recognized that they have achieved positive results by