

RATIONALE OF INTERPERSONAL COMMUNICATION SKILL IN HEALTH CARE.

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ABSTRACT: Communication in healthcare is significant skills where sincere intention of the medical professionals shows their understanding and concerns on patient. Communication perceived as an important element in human interaction process especially in medical practice and health systems. Communication between doctor-patient perceived as the diagnostic and treatment process where the focus will be more on verbal communication and non-verbal communication forms are relying on emotional as it exists in order to provides positive values on the health care outcome. Interpersonal communication is a part of human communication which relate people interact using verbal and nonverbal cues. Interpersonal communication exists as foundations of social influence, a procedure critical to revolution in health performance which may take place in comfortable relationships, such as families and friends, or in more formal relationships, such as doctors and patients. Health care professionals with interpersonal communication skills include respect their patients, treat well by giving attention to patient during verbal and nonverbal communication, being pleasant by showing importance to the relationship and always concerning patient's values.

KEYWORDS: Communication, interpersonal, health care, verbal, nonverbal

I. INTRODUCTION

Communication implements in health care based on interpersonal communication in other word inter-human interaction process which was perceived as social spiritual tool Florescu (2003) and is well-defined by Floyd (2013) as communication process that take place between two or more people in the circumstance of their relationship changes, benefits to exchange and explain the relationship. Interpersonal communication between doctor - patient consider as significant element in exchanging reliable health care information such as diagnostic and treatment. Health care professional are capable to communicate as well as understand the patient's needs. Furthermore, form of communication process emphasis more on verbal and nonverbal communication are significant from the viewpoint of their emotional and sympathy that must exist semantic and logical values (Chichirez, 2018). George Ionescu (1973) specified essential of rebalance the relationship among doctor-patient to create a relationship over a common effort of understanding in order patient understand the meaning of therapeutic process, agree on the treatment with belief and accept its worth and effectiveness. Researcher identified doctors' interpersonal communication skills related to compassion and structure a connection in exchanging health care information. The interpersonal perception has been a main area of health communication review over the years, concentrating openly on main health care provision matters. Health communication research has studied such various topics as the role of interpersonal communication in the growth of supportive health care professionals and patient relations (Makoul, 1998; Smith & Pettegrew, 1986).

II. INTERPERSONAL COMMUNICATION SKILLS IN HEALTHCARE

In this article, discussed review on rationale of interpersonal communication skills in health care. Interpersonal communication in health care between medical professional and patient perceived as an essential component for enlightening fulfillment, obedience and health results. Scholars discussed that patients who realize nature of disease, the treatment method, and patients trust over health care professionals' as well as concern about their health, show better pleasure with the attention received and more possible to fulfill with treatment procedures (Negri, Bérengère, Lori, Orlando, Julia and Debra, 2009). Doctors competent Through verbal communication practice relies on expression of respect, empathy and clarity of speech whereas nonverbal communication comprises of body posture, eye contact, facial expression, touch and body movement. Good interpersonal communication identified an essential characteristic specifically in healthcare. A doctor's interpersonal communication skills also include respect, comprising treating others as one would wish, responsiveness to the patient with both verbal and nonverbal communication. Past research showed that interpersonal communication skills are an essential element of excellence health care knowledge and distribution on health