

Cultural Issues

ACTIVE LISTENING AND EMPATHIC RESPONSE

The empathic response requires a connection between doctor and patient, which results in patient compliance, positive feedback for the doctor and, ultimately, a successful treatment. Not all the doctors are willing to develop a relationship with the patients, often for objective reasons.

In Romania, Maria-Miruna from the Rep. Moldova noticed that active listening during on call duties takes place only in private clinics. There, the doctor has the time to get into the details with each patient. In state hospitals, the high number of patients caused the consultation time and quality to decrease. Patients leave dissatisfied and confused by the medical act, so the quality of the medical service is unclear to them even if the medical staff is very well trained.

The patients are dealt with superficially, in a hurry, without actively listening to them and without building the rapport necessary to gain trust and positive feedback.

Topics for Forum:

- Why is it necessary for the doctor to listen to the patient actively?
- Does empathic response play any role in the disease management and health benefits of the patient?
- What are your goals as future doctors regarding this aspect of medical practice?

Active listening and empathic response also have ethical underpinnings. An accommodating doctor will help the patient open up. Gaining mutual trust will benefit both the patient and the doctor.

Topics for Forum:

- Which do you think are the most appropriate methods for optimal communication between doctor and patients?