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Strategies Overcome Barrier between Doctor and Patient Communication at National Heart Institute, Malaysia

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Abstract

The relationship between doctors and patients is broadly concerned and discussed in health care aspect. The objective of this study focused on the strategies how cardiologists overcome the barrier during communicate with patients using interpersonal communication (IPC) skills. Qualitative research methodology and a phenomenological approach was applied in this study through in-depth interview and observation sessions with 8 cardiologists. The gathered data were transcribed verbatim and analysed it using ATLAS.ti7 software in the way to identified the key themes, sub-themes and inter-relationships on the quotes. The results of the study showed it is recommended a doctor should be trained on managing time while the consultation session take place with patients and for doctors' time limitation really challenge to serve the patients. Through time management training it is possible for the doctors may more effectively and efficiently communicate with patients during the consulting session.

Keywords: Strategies, interpersonal communication skill, communication barrier, overcome, training, time.

Introduction

Malaysia providing dual health care services through public and private health sectors. Yusuf¹⁵ stated there were 80,691 death cases caused by heart disease in 2015 and in 2016 it was increased to 85,637 death cases reported in Malaysia. National Heart Institute (IJN) is among the leading medical institution within Malaysia which delivers advanced treatment with experienced and skilful team of cardiologists in a broad range. interpersonal communication skill becomes

an important element in health care especially as a connector between doctor-patient communication. The research took place at IJN focused on strategies to overcome barrier during cardiologists communicating with patients'. This study also looks at cardiologists' ability in conveying reliable health care information

to patients in order to save and relieve patients from chronic disease.

Literature Review:

Doctor-Patient Communication: Bredart¹ & Duffy³ explained the doctor-patient communication is significant in health care as doctor's communication skills reflects the proficiency on collecting information to support and deliver proper health care instructions, and create concerned relationships with patients. Literature showed Street¹² doctor-patient communication is a process of exchanging information, being supportive on self-management of patients' insecurity and feelings, make decision and improving doctor and patient relationship. Undeniably, Neo¹⁰ described communicate and building relationship with patients is one of the doctor's job scopes besides make decision on illness, therapy and treatment matter bring to the approach for a positive and efficient health care structure. Furthermore, Martin¹⁰ stated in literature communication between doctor-patient resolve the doctors identify the patient's health issue and constructs a helpful bond between necessary for its management, possible and solution. Vermeir¹³ described a well-organized communication

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