

THE IMPORTANCE OF CLINICAL COMMUNICATION IN THE DOCTOR-PATIENT RELATIONSHIP: A LITERATURE REVIEW

Emeli Rocio Moura

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/0441562090017090>

Allana Ribeiro Marquetti

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/2176770013882189>

Larissa Oliveira Siepierski

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/8468009859795507>

Letícia Storch Ribeiro Moreira

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/5586926004313826>

Luana Salles de Sá

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/5059720940153901>

Júlia Nascimento Souza

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/1230059133476783>

Julia Possa Oliveira

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/1439276248372482>

Matheus Costa Esperidon

Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/6328358785874527>

All content in this magazine is licensed under a Creative Commons Attribution License. Attribution-Non-Commercial-Non-Derivatives 4.0 International (CC BY-NC-ND 4.0).



Milena de Nazaré Lameira Ramos
Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/6483955329737360>

Thalyne Krettli Souza
Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/4005623072196643>

Camila Vescovi Lima
Universidade Vila Velha, Vila Velha – ES
<http://lattes.cnpq.br/7703539930368045>

Abstract: This study investigates the importance of clinical communication in the doctor-patient relationship, comparing it with approaches that do not employ this method, aiming to understand its advantages for the patient and the effectiveness of the treatment. The bibliographic review, carried out in databases such as PubMed, Scielo and Google Scholar, selected 8 relevant articles. The inclusion criteria covered complete, non-duplicated studies with no missing information, which addressed intercommunication between doctor and patient and its relationship with good clinical practice. The results reveal unsatisfactory performance of family doctors in consultations, due to several factors, including patients' lack of health literacy, doctors' workload and low awareness of communication skills. The short average consultation time also limits a more comprehensive approach. The importance of longitudinality in primary health care is highlighted, allowing better management of patient demands over time. However, the lack of emphasis on clinical communication during undergraduate studies makes it difficult for doctors to adopt this tool. It is concluded that communication is a fundamental medical skill, promoting a greater doctor-patient bond and facilitating adherence to treatment. The collaborative process, involving shared decision-making, diagnostic accuracy and continuity of treatment, depends on the trust established between doctor and patient. Thus, improving communication skills in clinical practice can significantly improve treatment outcomes and patient satisfaction.

Keywords: Health communication; doctors; patients.

INTRODUCTION

Clinical communication has been included as a subject in medical degrees, however it is still little disseminated in academia. It is known that the person-centered method enables positive clinical outcomes. However, little is known about the extent to which this practice is present in primary health care. Therefore, as Family and Community Medicine can be the individual's gateway into the health system, and contemplates the principle of longitudinal care, it is essential to understand the practice of this approach.

OBJECTIVE

Determine the importance of clinical communication in the doctor-patient relationship compared to approaches without this method, in order to understand the advantages for the patient and the effectiveness of the treatment.

METHODS

A bibliographic review was carried out using the PubMed, Scielo and Google Scholar databases, between May 12 and 15, 2021, and articles in English and Portuguese were selected. 8 articles were selected using the keywords "health communication", "physicians" and "patients", obtained through the Science and Health Descriptor (DeCs). Complete, non-duplicated studies with no missing information were included, and those with thematic irrelevance were excluded. Articles that addressed intercommunication between the doctor and patient and their connection to a good relationship were considered, and then the causes, risk factors and their repercussions were evaluated. The review data were obtained from the analysis of articles based on observational, cross-sectional and descriptive studies with qualitative and quantitative methods, in addition to systematic reviews and meta-

analysis.

RESULTS

Through the studies it can be highlighted that there is a low performance of family doctors in relation to consultations, due to several factors such as the lack of health literacy on the part of patients, the excessive workload of doctors and the low awareness of skills of communication. Furthermore, the short average consultation time prevents a more comprehensive approach, making it impossible to explore risk factors, prevention and lifestyle improvement. This way, the importance of longitudinality in primary health care stands out, which, by following the patient over time, makes it possible to disassociate demands. Most of the data sources used opted for observational studies as their research method, therefore, they are based on a small sample size and restricted to the location where they were carried out. Furthermore, the fact that clinical communication is not a subject widely covered during undergraduate studies makes it difficult for doctors to adhere to this tool.

CONCLUSION

From the analyses, it is clear that communication is an extremely important medical skill, which, through the person-centered clinical method, promotes an increase in the doctor-patient bond, facilitating adherence to treatment. The collaborative process that involves shared decision-making, as well as the accuracy of the diagnosis, satisfaction and continuity of the therapeutic process depend on the security and autonomy that the client exercises based on the understanding of the patient's problems and the relationship of trust that can or not be developed between doctor and patient.

REFERENCES

Albahri AH, Abushibs AS, Abushibs NS. **Barriers to effective communication between family physicians and patients in walk-in centre setting in Dubai: a cross-sectional survey.** BMC Health Serv Res. 2018 Aug 14;18(1):637. doi: 10.1186/s12913-018-3457-3. PMID: 30107799; PMCID: PMC6092839.

Al-Kindi N, Al-Waili S, Jaju S, Al Mahrezi AM. **Patients' Perceptions of Communication and Clinical Skills of Primary Healthcare Physicians in Oman.** Sultan Qaboos Univ Med J. 2019 May;19(2):e148-e152. doi: 10.18295/squmj.2019.19.02.011. Epub 2019 Sep 8. PMID: 31538014; PMCID: PMC6736265.

Coats H, Downey L, Sharma RK, Curtis JR, Engelberg RA. **Quality of Communication and Trust in Patients With Serious Illness: An Exploratory Study of the Relationships of Race/Ethnicity, Socioeconomic Status, and Religiosity.** J Pain Symptom Manage. 2018 Oct;56(4):530-540.e6. doi: 10.1016/j.jpainsymman.2018.07.005. Epub 2018 Jul 17. PMID: 30025937; PMCID: PMC6242783.

Güner MD, Ekmekci PE. **A Survey Study Evaluating and Comparing the Health Literacy Knowledge and Communication Skills Used by Nurses and Physicians.** Inquiry. 2019 Jan-Dec;56:46958019865831. doi: 10.1177/0046958019865831. PMID: 31342877; PMCID: PMC6659174.

Haider A, Tanco K, Epner M, Azhar A, Williams J, Liu DD, Bruera E. **Physicians' Compassion, Communication Skills, and Professionalism With and Without Physicians' Use of an Examination Room Computer: A Randomized Clinical Trial.** JAMA Oncol. 2018 Jun 1;4(6):879-881. doi: 10.1001/jamaoncol.2018.0343. PMID: 29710136; PMCID: PMC6584321.

Sousa YV, Gomes RS, Sá BVDS, Rebello de Mattos RMP, Pimentel DM. **Percepção de pacientes sobre sua relação com médicos.** 26 jun. 2020. Disponível em: <https://www.scielo.br/j/bioet/a/R3HcV4FRVFBQRkvYcWn5pDh/?lang=pt#>. Acesso em: 07 de julho de 2023.

Świątoniowska-Lonc N, Polański J, Tański W, Jankowska-Polańska B. **Impact of satisfaction with physician-patient communication on self-care and adherence in patients with hypertension: cross-sectional study.** BMC Health Serv Res. 2020 Nov 16;20(1):1046. doi: 10.1186/s12913-020-05912-0. PMID: 33198739; PMCID: PMC7670590.

Wang D, Liu C, Zhang X. **Do Physicians' Attitudes towards Patient-Centered Communication Promote Physicians' Intention and Behavior of Involving Patients in Medical Decisions?** Int J Environ Res Public Health. 2020 Sep 2;17(17):6393. doi: 10.3390/ijerph17176393. PMID: 32887364; PMCID: PMC7503802.