

Psycho-linguistic aspects of doctor – patient communication

(summary)

This dissertation is devoted to the subject of direct communication between the doctor and patient during medical consultations. This is a matter of increasingly frequent discussion not only in scientific publications, but also in the mass media and social forums.

The objective of the work was above all to study how the mentioned type of communication is perceived by patients and how it is seen by doctors, as well as to attempt identification of factors that influence it and to what degree.

The first chapter of the work presents an outline of the theoretical bases of communication and the characteristics of doctor – patient contact referred to in subject literature. It discusses models of doctor - patient relations, various patient types, legal and ethical aspects of doctor communication with patients, as well as linguistic and paralinguistic factors determining effective mutual understanding during doctors' consultations.

The second chapter contains a description of the accepted research methodology. Research material was obtained from two sources. The first of these consisted of questionnaires filled in by 190 patients and 50 doctors of various specialisations. The second were comments by patients evaluating a doctor's visit, extracted from the website "ZnanyLekarz.pl". Altogether, 1800 comments (900 positive and 900 negative) were analysed, regarding doctors of 3 specializations — neurologists, gynecologists and family doctors.

In the third chapter, results are presented and the questionnaire research is summed up, while the fourth chapter presents results and a summary analysis of the internet users' comments. The importance of a properly conducted process of communication in the doctor's office is perceived by both doctors and patients. The conducted research indicates that in the awareness of both groups of respondents there exists a certain pattern of doctor communication with the patient. Both doctors and patients consider lack of time to be the main hindrance in communication. Analysis of internet users' comments evaluating specialists made evident that the doctor's manner of communication with the patient and patients' communicative expectations regarding doctors vary depending on medical specialisation.

The presented work is only a small contribution towards further research conducted in the area of *clinical communication*. From analysis of the material presented in this work, it appears that an interesting area of research would be a detailed analysis of the influence of medical specialisation on the process of communication. Another issue that would appear interesting is the typical distinctiveness of internet comments by patients assessing doctors.