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UPCOMING CLASSES

Saturday,
19 November 2011
01:00pm-06:30pm



SYDNEY LANGUAGE EXCHANGE

Sydney Language Solutions has launched a language exchange website. Exchange your native language with an English speaker and improve your speaking skills. It's all free and educational.

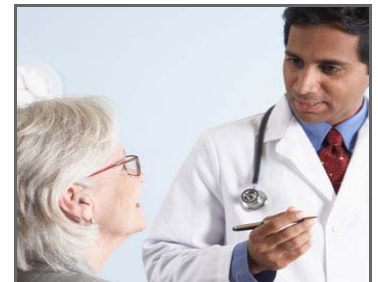
Intercultural Communication

Demonstrating Empathy Towards the Patient

Patient care is often provided in a distant, impersonal manner, and many patients feel that the health care professionals don't really care or understand their questions or concerns. Since the theories discussed above suggest that much of communication involves individual's feelings and beliefs, medical practitioners need to find ways to recognize these aspects of the patient and respond to them. This is the essence of demonstrating empathy.

Patient counseling is essentially based on empathy. When the medical practitioners demon-

strates empathy towards the patient, the patient sees the practitioner's interest and concern. This improves the patient's sense of worth and dignity, which may have been temporarily diminished as a result of illness. The patient feels encouraged to voice concerns and problems (or anticipated problems) regarding his illness or medication use. The medical practitioner is then better able to assess accurately the patient's needs, concerns, motivations, and level of knowledge in order to provide the appropriate information



and reassurance. Thus, the practitioner who can feel and demonstrate empathy for the patient will be an effective patient counselor.

MEDICAL TERMS & GLOSSARY

Schizophrenia *n*
a serious mental illness in which a person's thoughts, feelings, and behavior are not connected with reality.

Remission *n*
a period during which an illness temporarily improves and the patient seems to get better

Scarring *n*
marks that are left on the skin after it has healed

Short-sightedness *adj*
the inability to see things clearly if they are far away from you

Synthetic *adj*
made by combining chemicals rather than produced naturally; artificial

Tendency *n*
if someone has a particular tendency, they often behave or act in that particular way

Transplant *n*
a medical operation in which a damaged organ is replaced with one taken from another person

Visual acuity *n*
the ability to see clearly



Withdrawal *n*
behaviour in which a person wants to be alone and shows no interest in other people or things