

Hospital Sociology

Doctor - patient relationship



Hospital...



- **One of the most complex organizations in the modern society...**
- **It's a social universe with...**
 - **Multiplicity of goals**
 - **Profusion of personnel**
 - **An extremely fine division of labour**

“Care of the patient is a master value”

...even for those whose work seldom brings them into direct contact with sick people...

Social structure of a hospital

- Not static
- Subject to changes...in structure, function...
depending on the needs of the community
- Shift in type of patients → new dimension in doctor-patient relationship

Increasing demand for higher academic qualifications, which was not typical of the earlier medical organization of the 19th century...

...leads to...

Increasing complexity of specialization within the medical profession and no doctor today can provide all skills and facilities needed for the treatment single-handedly...

Today's hospitals are like **a federal system** with several departments, each enjoying considerable autonomy and discretion in its work management....

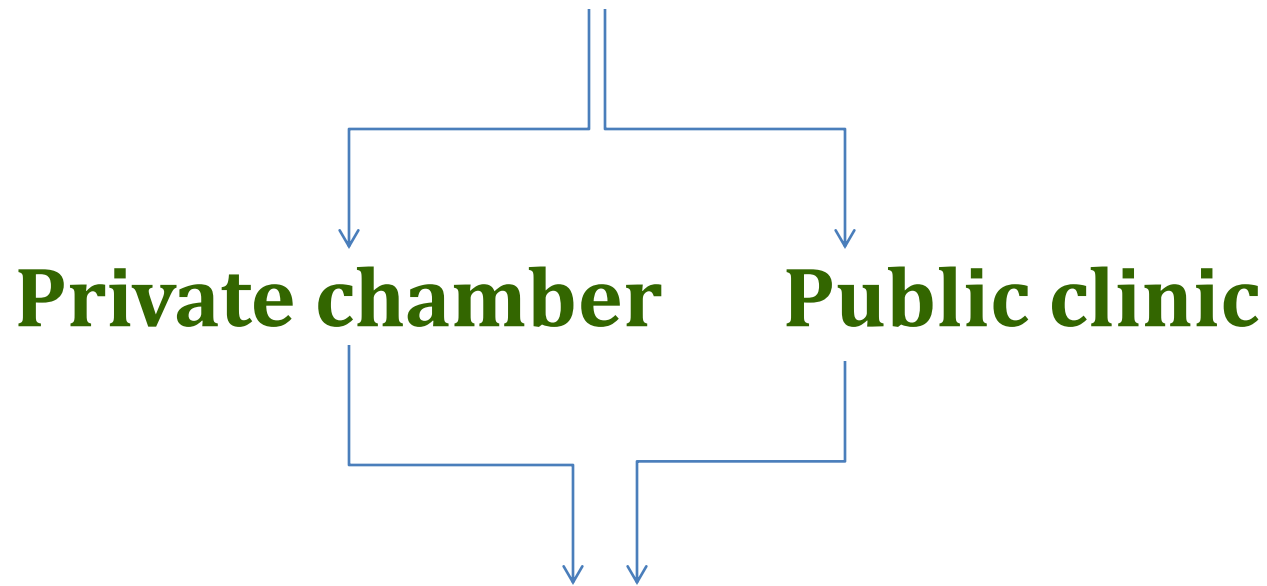
administrative machinery is required for smooth running and avoidance of conflicts...

- Medical organization has not yet achieved the democratic goal.....
 - Wards....{general/special}
 - Semi-private/private...
 - Semi-special/special/deluxe



Obvious reflection of class lines...

Service of a doctor



Vast difference

(In terms of...time spent, interpersonal attitude)

It is said that each hospital has a “personality”, a tempo of work and an atmosphere, very peculiar to a given hospital....

some hospitals have a good name, some have bad name...

Doctor-patient relationship

- **An important area of medical sociology...**
- Patient comes to doctor....agrees to follow his advice...
- Doctor → **technical superiority, knowledge and skills.....**

BUT

he must know **how to communicate** with his patients.....

1. Communication on emotional plane

- **Sympathy**
- **Empathy**
- **Apathy**

- Be a **good listener**....
- Essential to establish a quick rapport...
- Folk medicine practitioner, village people...

2. Communication on cultural plane

Doctor should be aware of the **cultural and social set up of the community from which the patients come to him....**

...helps to acquire certain “flexibility” in his dealings with the patients...

- **Indigenous and folk systems of medicine.....**
 - Treatment may be based on charity,
 - Payments may be in kind
 - Medicines are prepared from the ordinary plants common to the region

...more appealing and acceptable...
- **Modern medicine** → alien to the cultural pattern
 - ...therefore, allopathic doctor should couch his scientific advice in terms which is culturally acceptable...

3. Communication on intellectual plane

Doctors

- Intelligent
- Sophisticated
- Coming from well to do families

Patients

- Many a times poor (general hospitals)
- Illiterate
- Fearful & anxious

This social distance may

be reduced by

Humour

(best ice breaker)



A doctor who is able to communicate with his patients on these planes is bound to give **maximum psychological satisfaction** to the patients ...this helps in **compliance and recovery**

greed for money, differential attitude will have **adverse effect....**

- <https://youtu.be/flj74DbG1LY>

A physician is obligated to consider more than a diseased organ, more even than the whole man - he must view the man in his world.

~Harvey Cushing

To me the ideal doctor would be ...a man endowed with profound knowledge of life and of the soul, intuitively divining any suffering or disorder of whatever kind, and restoring peace by his mere presence....

~Henri Amiel



Thank you!