



Patients And Their Doctors

David A. Shore



Patients And Their Doctors:

The Intelligent Patient's Guide to the Doctor-Patient Relationship Barbara M. Korsch, Caroline

Harding, 1998-11-05 Do you feel that your doctor doesn't pay attention to what you say Does your doctor cut you off when you try to explain how you feel Do you think your doctor could remember your name without referring to your chart Does your doctor seem to be in such a hurry that you don't even get a chance to ask your most important questions Do you spend more time waiting than actually talking to your doctor Do you understand what your doctor says At one time or another we have all had these complaints This book will teach you how to ask the right questions understand the answers and show you how to take more control of your visits to the doctor and your own health This is the first book in which communication pioneer Barbara M Korsch M D reveals what she has learned about the doctor patient relationship dilemma during almost half a century of investigation In clear simple language Dr Korsch answers most of our common questions How do I know when I'm sick enough to go to the doctor How do I know if it's serious enough to go to the emergency room What do I do if I can't follow the advice my doctor gives me She walks us through a typical visit to the doctor showing us how to prepare ourselves so we don't forget the question that has been worrying us for weeks as soon as we walk through the doctor's door She gives important tips on how to survive the dreaded hospital experience And she offers insight into the doctor's side of the relationship showing how doctors are trained to be task oriented and how their natural human sympathy is discouraged throughout their careers Finally she offers patients useful strategies for humanizing the relationship Korsch's helpful commonsense recommendations are extensively illustrated with real life doctor patient conversations which she recorded on audio and video tape over the course of the last thirty years She was one of the first medical professionals to emphasize the importance of teaching doctors how to talk to patients as part of their medical training She serves as consultant and lecturer to medical schools hospitals and medical practices throughout the world to help the next generation of doctors communicate with their patients Above all after years of research she has found abundant evidence that the relationship patients form with their doctors directly determines the quality of the care they receive This is a vital book for anyone who is concerned about their health and who wants to take control of their medical care So much depends upon asking the right questions and on finding a doctor who will listen to you This book gives you the tools and the confidence to do just that Improving

Communication Between Doctors and Patients Royal College of Physicians of London, 1997 **The Trust Crisis in**

Healthcare David A. Shore, 2006-09-14 The lack of trust in our healthcare system brings ominous results from decreasing health outcomes to increasing costs from organization inefficiencies to a pervasive pattern of litigation This will only worsen as healthcare becomes subject to greater market mechanisms and as patients providers and payers view each other with increasing suspicion Healthcare professionals are just now coming to realize what other professionals have known for years trust is earned not assumed The Trust Crisis represents the first comprehensive survey of the causes and consequences of

declining trust in healthcare and more importantly it provides suggestions for restoring that trust Editor David A Shore founder of the Harvard School of Public Health's Trust Initiative brings together an unparalleled collection of healthcare leaders for this volume Chapter authors include Donald Berwick Robert Blendon Lucian Leape and George Lundberg The book also features an introduction by Cokie and Steve Roberts Causes consequences and cures for the crisis in trust are specifically addressed Critical areas treated by the authors include systemic conditions that lead to medical errors and remedies for promoting quality of care outdated modes of doctor patient communication that hinder compliance novel modes of interaction to improve satisfaction patient centered care and metrics to evaluate its presence or absence media communication and miscommunication and new standards for medical reporting clinical insights applied to the use of human subjects in biomedical research recommendations for revising medical school curricula and strengthening the peer review process in medical journals practical strategies for decreasing the lingering discord between patients providers and health plans While presenting a diversity of topics and opinions the authors of this volume agree upon a few principles The trust famine will have dire consequences if it continues unchecked Healthcare leaders can take measures to improve trust Regaining trust requires that entire organizations pay closer attention to the human factors of healthcare And perhaps most critical for change trust building is not only good medicine but good business as well

The Silent World of Doctor and Patient Jay Katz, 2002-11 Historically the doctor patient relationship has been based on a one way trust despite recent judicial attempts to give patients a greater voice Seeing a growing need for more honest and complete communication between physician and patient Dr Jay Katz advocates a new informed dialogue that respects the rights and needs of both sides A new Preface outlines changes since the book's publication in 1984

Good Doctors Bad Doctors: Communication Mastery PLUS "What Patients Love or Hate about their Doctors" Imad Hassan, Mastering the ART of Communication is the theme and aim of this invaluable eBook A must for becoming a loved clinician by your patients and enjoying a highly successful and fulfilling career in clinical Medicine This eBook serves as a simple guide to essential Communication Styles for the most frequent patient contact scenarios and clinical encounters It is meant to be a quick reference guide Reading through it should be quick and easy Interested users may broaden their knowledge and understanding by exploring the literature on each specific topic It will be most valuable to those front line clinicians in training during their everyday routines whether in the medical wards outpatient clinics emergency rooms etc It will also be very useful for undergraduates those sitting their clinical examinations e g OSCE Long Case Presentations etc as well as faculty trainers and examiners However all healthcare professionals e g Pharmacists Nurses Social workers etc will also find it very beneficial

Why Patients Sue Doctors Duncan Graham, Bernard Kelly, David A. Richards, 2020-04-01 In *Why Patients Sue Doctors 2e* the authors draw on their wide ranging collective experience in over 1000 real life medicolegal cases to explore why and how doctors make mistakes By analysing and discussing the situations and behaviours that lead to complaints by patients and their families this book provides clear

and practical direction for practitioners to improve clinical care and avoid litigation Written in a concise and engaging narrative writing style by editors Duncan Graham Bernard Kelly and David Richards readers will obtain a broad understanding of the origins workings and outcomes of medicolegal cases and will be equipped with practical strategies to improve clinical care and avoid common pitfalls in practice The text also introduces important legal concepts in an approachable manner appropriate for those working in medicine Detailed examination of real life medicolegal cases to facilitate understanding and application to clinical practice Logical and consistent organisation of cases in regional order of medical complaint from head to toe Practical advice on how to improve clinical care and avoid litigation Easy to read and engaging narrative style of writing effectively communicates key takeaways for readers Suitable introduction to legal concepts for medical students and professionals Respected author team experienced in medicolegal and medical malpractice cases Enhanced eBook version included with purchase

Doctors Talking with Patients/Patients Talking with Doctors
Debra Roter, Judith A. Hall, 2006-08-30 The verbal and nonverbal exchanges that take place between doctor and patient affect both participants and can result in a range of positive or negative psychological reactions including comfort alarm irritation or resolve This updated edition of a widely popular book sets out specific principles and recommendations for improving doctor patient communications It describes the process of communication analyzes social and psychological factors that color doctor patient exchanges and details changes that can benefit both parties Medical visits are often less effective and satisfying than they would be if doctors and patients better understood the communication most needed for attainment of mutual health goals The verbal and nonverbal exchanges that take place between doctor and patient affect both participants and can result in a range of positive or negative psychological reactions including comfort alarm irritation or resolve Talk on both verbal and non verbal levels is shown by extensive research to have far reaching impact This updated edition of a widely popular book helps us understand this vital issue and facilitate communications that will mean more effective medical care and happier healthier consumers Roter and Hall set out specific principles and recommendations for improving doctor patient relationships They describe the process of communication analyze social and psychological factors that color doctor patient exchanges and detail changes that can benefit both parties Here are needed encouragement and principles of action vital to doctors and patients alike far reaching impact

Gut Feelings- Disorders of Gut Brain Interactions and the Patient-Doctor Relationship Douglas Drossman, MD, Johannah Ruddy, MEd, 2020-12-21 This book is written for patients and their doctors by an internationally acclaimed gastroenterologist and patient advocate It contains up to date knowledge on the science diagnosis and treatment of all the Disorders of Gut Brain Interaction formerly called Functional GI Disorders and offers techniques to maximize the patient doctor relationship For the patient it will help you to Understand and manage your GI symptoms and improve the care you receive Talk with your doctors learn what to say what to ask and what to do when the visit is not going well Find the best clinical programs for treating DGBI Understand why you have symptoms when all tests

are negative For the doctor it will help you to Learn the pathophysiology diagnosis and treatment of all Disorders of Gut Brain Interaction DGBI Elicit accurate information from the medical interview to make a precise diagnosis Acquire communication skills to better connect with your patients Managing Doctors Alan Sheldon,2002 This is a reprint It covers all aspects of the relationship between health organizations and physicians *Being a Doctor* Hamish Wilson,Wayne Cunningham,2014-09-20 Being a Doctor is much more than simply providing medical care This book aims to increase the resilience and wellness of doctors helping the profession to provide better care for patients through a deep and thoughtful approach to clinical work It explores areas that can challenge clinicians in all stages of their career the doctor patient relationship adverse outcomes the heartsink experience and functional illness The authors also introduce self care of the doctor and patient safety two important issues for modern medicine This is a unique text that draws links between the philosophy of modern medicine and clinical tasks such as consulting skills the doctor patient relationship patient safety reflective practice and doctors self care It is written in an accessible style and is firmly grounded in real life clinical and teaching experience The authors believe each doctor as a person is inseparable from the task of delivering medical care Enhancing our ability to deliver that care is essential for patients communities and society Just as patients need whole person care the profession needs whole person doctors Being a doctor and deriving meaning from clinical experience are at the heart of this book When Doctors Become Patients Robert Klitzman,2008 For many doctors their role as powerful healer precludes thoughts of ever getting sick themselves When they do it initiates a profound shift of awareness not only in their sense of their selves which is invariably bound up with the invincible doctor role but in the way that they view their patients and the doctor patient relationship While some books have been written from first person perspectives on doctors who get sick by Oliver Sacks among them and TV shows like House touch on the topic never has there been a systematic integrated look at what the experience is like for doctors who get sick and what it can teach us about our current health care system and more broadly the experience of becoming ill The psychiatrist Robert Klitzman here weaves together gripping first person accounts of the experience of doctors who fall ill and see the other side of the coin as a patient The accounts reveal how dramatic this transformation can be a spiritual journey for some a radical change of identity for others and for some a new way of looking at the risks and benefits of treatment options For most however it forever changes the way they treat their own patients These questions are important not just on a human interest level but for what they teach us about medicine in America today While medical technology advances the health care system itself has become more complex and frustrating and physician patient trust is at an all time low The experiences offered here are unique resource that point the way to a more humane future *The Psychological Impact of Acute and Chronic Illness: A Practical Guide for Primary Care Physicians* Tamara Greenberg,2007-03-09 This book helps the primary care physician navigate the normative and non normative psychological responses to illness provides advice on coping and offers guidance on mental health referrals The

concise but comprehensive text emphasizes the basics including responses to serious and potentially life threatening illness normal and maladaptive coping responses in medically ill individuals and specific aspects of the illness process Case examples illustrate the concepts discussed Includes a chapter on psychotropic medications and another on the special circumstances of non compliant patients The book concludes with discussion of family situations and offers recommendations on referring patients to a mental health provider who specializes in treating the medically ill Medical Ethics and Law Victoria Tippet,2004 This text covers all 12 legal topics recommended to be taught at medical school to all undergraduates by the Consensus Statement of 1998 It contains concise summaries and case studies at the end of each chapter to allow the reader to apply their knowledge to realistic situations *Medical Ethics* Emmanuel Adu Addai,2021-06-03 This paper presents a review of the history of medical ethics and applies the concepts and principles of medical ethics and morality to the clinical health care setting It investigates the relationship between the moral ethical practices of the physician and the success of the doctor patient relationship and patient satisfaction The scientific methodology employed by the author includes both qualitative and quantitative analyses using the case study approach and a patient survey Among the research findings is a conclusion that although physicians may not always be able to adhere to every ethical practice in each situation it is imperative that they inculcate the values and virtues of a good doctor honesty objectivity respect and confidentiality in order to maintain the best possible doctor patient relationship **Rebuilding Trust in Healthcare** Jamie Harrison,Rob Innes,T. D. Van Zwanenberg,2003 This text offers practical advice on how to regain trust between patient and practitioner following difficulties during the 1990s and early 21st century It examines the nature of trust outlining sociological models of trust and identifying relevant aspects Oxford Textbook of Primary Medical Care Roger Jones (Prof.),2005 *Doctor, Your Patient Will See You Now* Steven Z. Kussin,2012-06-28 The state of health care in this country is routinely discussed in the media at the office and around the kitchen table Yet as consumers of medical care Americans often blindly accept medical advice that may or may not be relevant or even appropriate Doctor Your Patient Will See You Now is meant to turn on its head the old notion that medical care is dictated by the doctors who offer advice Today it s all about the patients who receive it Bias financial incentives and preventable medical error are common to the point of inevitability and have proven resistant to reform Patients increasingly and correctly feel that they are on their own in a large bewildering impersonal and dangerous medical system Offering an insider s perspective Dr Kussin provides the tools readers need to make informed decisions about their care as well as the confidence to question their doctor s advice seek out additional information and discern the best path for their care With this book readers learn how to maintain a professional approach that rather than straining the doctor patient relationship makes it stronger and more cooperative The Trusted Doctor Rosamond Rhodes,2020-04-06 Common morality has been the touchstone of medical ethics since the publication of Beauchamp and Childress s Principles of Biomedical Ethics in 1979 Rosamond Rhodes challenges this dominant view by presenting an

original and novel account of the ethics of medicine one deeply rooted in the actual experience of medical professionals She argues that common morality accounts of medical ethics are unsuitable for the profession and inadequate for responding to the particular issues that arise in medical practice Instead Rhodes argues that medicine s distinctive ethics should be explained in terms of the trust that society allows to the profession Trust is the core and starting point of Rhodes moral framework which states that the most basic duty of doctors is to seek trust and be trustworthy Building from this foundation Rhodes explicates the sixteen specific duties that doctors take on when they join the profession and demonstrates how her view of these duties is largely consistent with the codes of medical ethics of medical societies around the world She then explains why it is critical for physicians to develop the attitudes or doctorly virtues that comprise the character of trustworthy doctors and buttress physicians efforts to fulfil their professional obligations Her book s presentation of physicians duties and the elements that comprise a doctorly character together add up to a cohesive and comprehensive description of what medical professionalism really entails Rhodes s analysis provides a clear understanding of medical professionalism as well as a guide for doctors navigating the ethically challenging situations that arise in clinical practice

Kaplan and Sadock's Study Guide and Self-examination Review in Psychiatry Benjamin J. Sadock, Virginia A. Sadock, Ze'ev Levin, 2007 This study guide is an excellent aid in preparing for boards and other psychiatry exams and in reinforcing a students knowledge It offers chapter overviews of Synopsis Tenth Edition and more than 1 600 multiple choice questions with discussions of correct and incorrect answers

The Moral Distress Syndrome Affecting Physicians Eldo Frezza, MD, MBA, FACS, 2020-09-24 The rise of suicide and burnout among physicians has brought a new disease to the healthcare provider which we previously thought only affected the soldier moral distress syndrome second only to moral injury In this book we introduce the concept of moral distress syndrome which includes any or all of the following depression PTSD risk of suicide divorce emotional detachment and the inability to build healthy relationships and empathy While veterans can report to veteran hospitals for treatment the physician cannot find treatment or support without fear of losing their license their hospital privileges and their job Therefore they are stuck dealing with the issue themselves along with their family or their circle of friends To raise decisive awareness of the problems related to moral distress we wrote this book This book is designed around physicians talking to other physicians about their moral distresses in a safe space It brings all the aspects of the moral distress syndrome in a format familiar to the physician grand rounds with a magistral lecture where the audience asks the question and directly participates on the subject The reader will feel like part of the audience and may want to ask their own questions as the book progresses The format of the book is divided into three parts In the first part the research data and a crude number of problems are given moral distress syndrome PTSD burnout suicide divorce rates emotional detachment legal distress syndrome physicians leaving medicine and the feeling of being a hamster in a wheel In the second part we embellish on real life experiences of physicians to highlight the pain and depth of the moral distress they

feel We share stories around the character their family love life divorce etc to show the individual person behind the doctor In the third part we focus on society and physician suffering and the birth of moral distress This part focuses on the physician's empathy as a way to point out his problems weaknesses and issues and find possible solutions for him and other physicians facing the same issues At the end of the third part we discuss how it is the responsibility of physicians patients and society as a whole to heal in the face of moral injury as recommended by the American Medical Association We finish with the search for good friends and safe spaces the cornerstones for the healing process Structure of the Chapters To make it easier to follow the material at the beginning of each chapter we outline the points discussed as a speaker outlines the material summarizing it in the first slide of each topic We hope that this way the readers can focus on the issues quickly throughout the book This book is formatted as a business novel and therefore the characters and situations are drawn from liberally As well as reading like a novel the reader can read each chapter separately and still understand the points

Enjoying the Beat of Phrase: An Psychological Symphony within **Patients And Their Doctors**

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