

# Health care roles in communication essay

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Elisabeth Kubler-Ross one time said. " " We have to inquire ourselves whether medical specialty is to stay a human-centered and well-thought-of profession or a new but depersonalized scientific discipline in the service of protracting life instead than decreasing human agony. " In the wellness attention field there are many functions that balance each other. Whether it is the physician.

patient. or medical helper all play a critical function in the attention of others. The intent of this paper is to compare the differences in communicating between the different functions in the infirmary. This paper will besides be supplying an appropriate solution for the scenario provided. The scenario provided is about a immature Asiatic miss named Lena. She was taken to the exigency room by her friend Susie after she fainted in category.

Raised in a civilization. which has made Lena independent. She verbally attacks her friend shouting about how she is non weak. When she tries to go forth. Susie retrieves the medical helper. The medical helper restrains Lena and is so sent off by the physician. The physician tries to ground with Lena and explicate why she is at that place. but gets no response from her.

Finally. the physician leaves to care for other patients. For this scenario I will be analyzing the function of the physician foremost. From the position of the physician.

Lena is really obstinate. This physician has to see tonss of patients a twenty-four hours and does non hold clip to reason with one patient who does non desire to be at that place. A doctor's clip is cherished.

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particularly in the exigency room. Although the physician sees many instances which are easy, such as a runny olfactory organ or a broken finger.

there are many exigencies that require immediate attending. If there was a call for a physician to help in a patient from a major car accident, this physician may take to set a fainting miss on the out of bounds to help with the injury. On the other manus, the physician should still try to handle the patient to the best of his or her abilities in the short clip allowed.

There are other ways to derive information sing Lena's state of affairs, which will be discussed subsequently. The medical helper was the first medical professional to face Lena after she woke up. From the tone of voice portrayed in the scenario, the medical helper wanted to assist the patient.

The helper rushed to the patient's side, cognizing she was really ill and needed medical attending. Unfortunately, Lena could non be reasoned with between the clip the medical helper arrived and the clip the physician walked in. The medical helper was non given adequate clip to quiet the patient or explicate the state of affairs.

Susie seems concerned for her best friend's wellness and safety. Even though Susie knows her friend has an independent attitude, at that place has to be a ground she brought Lena to the exigency room. Unless Lena had been ill for a piece or had fainted earlier, there would be no cause for Susie to hotfoot her to the infirmary. Susie besides shows her concern for Lena by hotfooting to acquire the attending of the medical helper when Lena tries to go forth.

Susie must believe that Lena's wellness is of import plenty to convey her to a topographic point where she can acquire the medical aid she needs to acquire better. Finally, there is Lena, the patient. Lena was brought up to be independent and strong. Many occupants raised in Southeast Asia that find it difficult to conform to western medical specialty. Even though Lena has lived in the United States for 10 old ages.

which means she has spent the bulk of life around the medicative patterns of her parents and her civilization. As an illustration, if Lena is from Vietnam her cognition of medical specialty would be immensely different ( Schultz, 1980 ) . In most countries of Vietnam, occupants and medical practitioners steer off from prescription medical specialty and favour herbs alternatively. Eastern medical specialty relies to a great extent on the religious component in the human organic structure every bit much as western medical specialty relies on the chemical make-up ( Vietnam National Administration Of Tourism, 2010 ) .

If Lena was used to Vietnamese eastern medical specialty her reaction to being in the infirmary is non surprising. Her thought of medical specialty may come in the signifier of a root alternatively of a bottle. Within the scenario are many complications with the communicating between persons. First, there is the confrontation between Lena and Susie. Lena immediately blames Susie for taking her to the infirmary.

While Susie is her best friend and is the one posing in the room with her, it may non hold been Susie's pick to direct Lena to the exigency room. Because Lena fainted in category, it would be the duty of her teacher to do

certain she was taken attention of. The instructor's reaction may hold been to name the paramedics to do certain the pupil received proper medical attending. There would hold been nil Susie could hold said to forestall the paramedics and medical professionals from doing the determination to take Lena to see a physician. Once at the infirmary. Susie could hold worked to quiet her friend down earlier hotfooting to happen the medical helper to keep her.

She could hold besides provided some penetration. to the physician. sing Lena's recent medical jobs taking to the fainting. This may hold softened the doctor's attack to Lena's silence. While the medical professional was making her occupation by maintaining the patient in the infirmary. excess empathy should hold been given.

The initial attack was unsmooth and direct. Each patient should be given the same consideration regardless of the fortunes. Alternatively of verbally assailing Lena. the medical helper should hold approached Lena in a different mode. Being excessively direct will set the patient in a defensive place instead than a place to listen. When the medical helper provinces she doesn't have clip to cover with Lena. it lowers the value of the patients deserving as person who needs attention. It is like stating the individual with a bloody nose should take precedence over person who has fainted and may hold a serious implicit in status.

Warning a patient and stating them they are ill is worthless. Lena knows she is ill. She merely wants to turn out she can bring around herself without the intervention of physicians.

Had the medical helper shown more empathy and expressed her apprehension of Lena's state of affairs it may hold diffused the angry brush. Many communicating struggles with the physician in respect to everyone else in the room. First is the intervention of the medical helper by the physician.

From the scenario we can see that the physician was near behind the helper as she came through the door. The medical helper did non hold adequate clip to make her occupation before the physician told her to go forth the room. Had the physician allowed the medical helper to remain in the room it may hold had a positive consequence on the patient. If the physician is a male. Lena may hold felt uncomfortable around him and the presence of a female helper may ease the concern. The physician could hold gained unmeasurable information about Lena's status from Susie. Had the physician questioned the best friend it could hold revealed how long this had been traveling on and what other symptoms Lena had been exhibiting.

Alternatively the physician wholly ignores Susie and turns attending to Lena.

When the physician tells Lena what is traveling on he does non pay attending to how. she is responding. merely that she is non replying the inquiries. The physician makes the premise that Lena is rather on intent and leaves to travel dainty other patients.

In the scenario are a few key points that the physician missed and misinterpreted. Just like with the medical helper. more attention should hold been given to quieting Lena down alternatively of going defensive. By being

understanding. the physician would hold caught the marks of something more serious traveling on with Lena's wellness.

The clean expression on her face may non hold given much off. depending on her age. Many people who look clean or vacant when person is stating him or her about a subject they know small about. However. her eyes may hold helped the physician recognize something serious was go oning. A clean expression may intend nil.

but a glassy eyed stare could intend something. Lena had started to sudate abundantly. Most infirmaries keep the complex ice chest than normal to assist stave off sickness and febrility in most patients. The perspiration. clean stare. and non-responsiveness could hold signaled the physician there was something worse than merely conking in Lena's status.

With merely the few symptoms exhibited in the scenario. Lena could be enduring anything from heat exhaustion to a deathly pneumonic intercalation ( WebMD. LLC. 2010 ) . Last. there is the patient. Lena.

Her deficiency of communicating is born from household traditions that go back 100s of old ages. Even so. Lena has lived in the United States for 10 old ages. It would be impossible for her to populate in this state and travel to school here without seeing a western medical specialty physician. She could be used to smaller clinics ; nevertheless. her reaction to the exigency room is indefensible.

The scenario made it look as if Lena did non desire to speak to the physician because she resented being in the infirmary. Her outburst upon waking. and

her non-responsiveness to the physician. may hold been a portion of her unwellness. She might non hold been cognizant of where she was by the clip the physician was through explicating her status. An appropriate solution for the state of affairs should be forbearance and empathy. The medical helper and the physician should hold been more understanding toward the patient. There should hold been compassion toward a immature miss who was upset and confused.

More attending to item was needed by the physician. Susie should hold spoken up when Lena could non. Her information could assist her friend from acquiring worse. Lena, holding lived in the United States for 10 old ages.

should hold been willing to hear what the physician had found before doing the determination to go forth. I have been in the client service field for 13 old ages. From Banking, to telecommunication.

to healthcare. the lone factor that alterations is the service provided. There will ever be person else who needs the attending of the representative. The key to pass oning to a client is empathy. Leting a individual to recognize you understand their state of affairs and demoing a willingness to assist.

makes the difference. When you have a patient who is shouting and disquieted, you can non take it personally. They are hurt, confused, and afraid. A health professional can non handle patients the same if they take everything personally.

Lena was non shouting because she hated the helper or the physician. She was shouting because she did non believe she was every bit ill as the



physician did. Both the physician and the helper treated Lena as if she were blowing their clip. alternatively of looking at the state of affairs rationally.

In decision. communicating all comes down to how a individual handles client service. Each function in this scenario is a tough 1 to hold. First. the patient. who is full of fright and has been raised to believe otherwise.

Next. the best friend. who is afraid of losing her friend to illness but is excessively frightened to talk up.

Third. the helper. who has many other patients to see. Last. the physician. who is skilled in what he does. but fails to see the obvious marks of something worse. All of these functions are true.

from twenty-four hours to twenty-four hours. They are in every infirmary. clinic.

and exigency room. There should be more categories within medical schooling that teach caregivers how to demo empathy and understanding to their patients. There should besides be go oning instruction for all health professionals to review what they have been taught. MentionsWebMD. LLC.

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