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Docs need to bond with patients, feel experts

● **STAFF REPORTER**
Mumbai

Medical experts have opined that despite intelligence and knowledge, today's doctors are incomplete if they do not have skills and values of dealing with a patient, what connoisseurs refer to as 'bedside manner'. They add that the medical education gained by the doctors during their MBBS course should not be confined to four walls of the classroom. Instead, they should be sent on the field and to various communities to understand the various health problems faced by the society and their ordeals.

These issues were brought up in a panel discussion based on the theme 'Medical Profession-Welfare not Warfare' which was organized by Global Foundation for

Ethics and Spiritual Health (GFESH) on Sunday. Varied topics were discussed by the medical experts which shed light on the lack of communication and trust between the doctor and patient which often leads to violent attacks by the patient's kin on the doctor.

Dr Sanjay Oak, vice-chancellor of D Y Patil University said, "Today, doctors are focusing on getting merit rather than developing their communication and social skills. Knowledge is nothing if you do not have the skill, patience and right attitude to handle a patient. We believe that there is a need for including a separate course on development of skills, right attitude and humanitarian approach in the medical syllabus which

will help the doctors to become a complete doctor."

Further, experts emphasized that along with intelligence quotient, doctors need to have emotional as well as self-quotient which will help them in serving selflessly. Dr Manali Londhe, Asst professor of philosophy at SK Somaiya College

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said, "In order to learn crisis management, doctors need to have self-actualization and an understanding towards other person's signals. Doctors need to realize their goals and decide how they are going to achieve them with carrying forward their moral values and ethics while discharging their professional duties." Bonding with patients will go a long way in preventing problems.

Cases against doc: Thane cops turn to Whatsapp

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In wake of the rising attacks on doctors, VV Laxmi Narayan, Joint Commissioner of Police Thane has stated that doctors need to brief and communicate with patients' relatives on audio visual. He explained that through this way, they will be in a better position to investigate the case wherein they have proof that the relatives are being informed about the critical condition of their patient. Further, he added that many-a-times doctors are under huge pressure and fear, following which they end up making mistakes. Thane police have been receiving many complaints of patients' kin wherein they accuse the doctor of medical negligence and after investigation we

found out that there was no such case. Therefore, in order to bring uniformity, we have initiated a group on Whatsapp wherein we have added doctors and additional municipal commissioners who will inform us about any problems between the patient and the doctor. Following this, our police officer will reach out to them to investigate and explain them the laws," added Narayan.

He further added that we won't be arresting the doctor directly after registering the complaint from a patients' kin but will consult a medical body to understand the ethics which will be followed by the investigation. Meanwhile, this will help in better understanding and communication between doctors, patients and police officers.