**My ‘Numbness’ Is Not the Same as My Doctor’s ‘Numbness’**

**Findings from the Interviews in the Process of Term Extraction   
for Establishment of Office Syndrome Term Set**

Siriluck Hoonsringam Phonphanich and Sakolkarn Insai

Faculty of Arts, Dhurakij Pundit University

**Abstract**

This article is part of a research study to produce a terminology on Office Syndrome. It aims to present intriguing findings from the process of term extraction by interviewing with interested parties to consider a list of terms based on the methodology of Corpus Linguistics for the purpose of communication for the population’s health literacy.

Interested parties in the process of term extraction consist of one physician, one traditional Thai physician, and six patients, including three females and three males with a mixture of age. All of them were diagnosed with Office Syndrome. The findings reveal that the patients felt the need to inform the doctor about their symptoms but were uncertain about the terms to express their feelings. The result is in line with the doctors’ opinions, confirming that the words patients normally use to describe their symptoms might not be the same as the meanings understood by the doctors, especially the term ‘numbness’, which is one of the most significant terms to describe the seriousness of the symptoms. Most physicians ask for the patients’ symptoms by referring to medical terms or provide a medical examination immediately. In this situation, the patients might have a feeling the lack of opportunities to inform the doctor their symptoms. It is expected that the lexicon be used to design a form for the patients to assess their symptoms before going to see the doctor, to communicate with them during the examination, and to conduct the follow-up session later on. This can create a better understanding and communication between patients and doctors. Additionally, the 59 terms selected based on the frequency in the corpus are in congruence with the terms used in the treatment. However, the list should be added to 64 words, with the words such as syndrome, Office Syndrome, and related diseases patients might have heard from other sources, like advertisement. Also, the terms should be grouped in relation to the seriousness, so as to enhance the patients’ complete understanding of the symptoms, and to reduce miscommunication and build better relationships between doctors and patients, as well as to enhance the efficiency in the treatment.

**Key terms:** Office Syndrome term set, terminology, health literacy