The Doctor-Patient Relationship – How to develop better communication skill

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Ethics and The Doctor - Patient Relationship

Basic Ethical Theory
• The Social Contract, Authority and Trust
• Beneficence Non-Maleficence, Respect for Persons, Fairness
• Hippocratic Expectations and other ethical models

Applied / Clinical Ethics
• Ethics in the Consultation
• ‘Therapeutic Abstinenence’
• Boundaries, Exploitation, Dual Relationships
Communication and Consultations Skills

**Basic Communication Skills**
- Attention, Listening, Empathy, Probing

**Advanced Communication Skills**
- Listening for Meaning

**Basic Counselling Skills** - Achieving Change in Patient Behaviors

**Applied Communication Skills**
- Consultation Skills
- The ‘Standard Consultation’
- Special Consultations – eg. Managing distress, breaking bad news
Difficult Patient Behaviours and Difficult Consultations

Mind and Body in Medicine

Basic Psychiatric Diagnosis, Assessment and Management

The ‘Difficult Patient’ (or the ‘difficult doctor’?)
• Passive demanding; covert demanding; aggressive demanding

Management of the Difficult Patient
• “Shift to process”

Management of the Angry, Threatening and Violent Patient
• Safety, Communication Techniques, Achieving Control