

The Influence of Doctor-Patient Verbal Interaction on Patient Satisfaction¹

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Abstract

Doctor-patient verbal interaction is one of the most important factors in history taking, diagnosis, treatment and satisfaction of patient. This study was conducted to find the association of doctor use of some certain sort of proposition with patient satisfaction. One hundred and one interviews in Mazandaran Medical Sciences hospitals were studied using Stiles coding system. Patient satisfaction was measured by a questionnaire that yield separate scores for satisfaction (1-5). In patients, increased satisfaction was

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associated with understanding doctors concept, using their own words to explain about the illness, and showing their thanks to the doctor ($P<0.02$). On the other hand, when doctors used some proposition to show that they understood the patient problem or encouraged the patient to continue the speech, the satisfaction was high ($P<0.05$). Dissatisfaction occurred when patients felt that doctor could not understand their feelings about the illness, or the time devoted to explain about their disease was not sufficient. Results showed that satisfaction will be increased and patient outcome will enhance by using some certain sort of proposition.

Keywords: *Doctor-Patient Verbal Interaction, Patient Satisfaction, Stiles Taxonomy, Verbal Response Mode*