

# *Analysis of the Relationship between Doctors and Patients*

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**Abstract**—To master a variety of communication skills to improve the relationship between doctors and patients by analyzing the relationship between doctors and patients on the basis of the theories of sociology and psychology and at a multidimensional levels including the social politics, economy, culture, psychology and law. The doctor-patient relationship is worrying nowadays. The forming reason is diverse, so the methods to improve it should be comprehensive. Efforts should be made by the whole society. The process will be long. It is necessary for humanistic health service to strengthen training, change service concept and adopt quality management into doctor-patient communication.

**Keywords**—Doctor-patient relationship, law, management

## I. INTRODUCTION

The doctor-patient relationship has always been a hot topic in the social from all walks of life to explore. At present, the tense doctor-patient relationship, known as "ice age" into the history, it not only became a hot issue of social concern, is also a medical reform is unable to avoid problems and affect social harmony and justice. In this paper, with the scientific outlook on development as a hospital management theory as the foundation, customer management, the doctor-patient relationship to the people-centered, scientific management concept to guide practice, and in-depth field research, based on patient complaint channels, complaints process, complaint reception, recording and processing, etc., according to the result of the survey and investigation, the doctor-patient relationship management system put forward the objective and accurate diagnosis, and hence sums up a series of doctor-patient relationship management system. Through investigation and research of the hospital, reflects the present situation of the doctor-patient relationship to defuse doctor-patient contradiction between, in order to promote the hospital development and maintaining social stability to provide feasible Suggestions and countermeasures.

## II. DOCTOR-PATIENT RELATIONSHIP

The doctor-patient relationship is in the field of medical and health care in medical staff, for one, for patients and their social relations of the other party in the process of our medical treatment specific relationships. In a specific period of time, certain special social relations formed in [1]. Mission watch

human life it is the foundation of the medical career, there is no any advanced diagnostic test or instrument can replace it in the practice of the medical treatment, has important position. As the medical and health system reform, medical model is constantly changing, culture level and the consciousness of the people also have the corresponding increase, the hospital in the planned economy under the conditions of formation of the "active and passive" mode of the doctor-patient relationship is difficult to satisfy the patients' growing demand, the traditional mode of doctor-patient relationship is facing great challenges.

### A. Comparison with other countries

The United States on the doctor-patient relationship management more theoretical research. Since always, it is widely believed that between doctor and patient should be active-passive relationship. Think doctors must control and patient, he said the doctor-patient both sides wanted doctors throughout the relationship to exercise greater power and authority. Been proposed in recent years the doctor-patient relationship is divided into three basic patterns, namely a passive mode, actively guide a cooperative mode and the joining together. This theory has been basically is accepted by the countries all over the world. Especially to guide a cooperative mode, the participative model became the various countries' medical effort direction.

They put the doctor-patient interaction as a process of negotiation. Doctor rather than simple underground command, let patients mechanically, without a doubt to obey commands process [2]. And the United States department of health for the hospital service performance research reveals the five key factors of decision patient satisfaction, communication between doctor and patient is on the list. Patient is the people of the society; need to communicate information, thoughts and feelings with others. People in the case of illness, more need to communicate with others, in this way, can relieve pain, relieve psychological pressure, is highly advantageous to recover. The association of American medical colleges, such as organization for medical education workers in training future doctors, explaining, teach and assess their communication skills, so that each one doctor not only have superb medical skill, good communication skills. Key communication skills required of medical practice, U.S. experts in medical practice in communication skills study shows that the ability to communicate is a qualified doctor should have: when

communicate with patients and their families can unfold naturally and termination of the topic; Can adequately communicate information related to disease; To understand the patient needed to think; Clear and concise explanation of the diagnosis of the disease conditions, the purpose of treatment, the important inspection, the results and prognosis; Get the patient's trust and cooperation, resolve the problem arise.

#### *B. The domestic research status*

But in recent years, our country medical disputes by 10% a year growth rate is 20%, the frequent occurrence of medical dispute led to the doctor-patient relationship nervous. The doctor was smashed, and so on and so forth are frequent, hospital. At the same time, the difficulty and high cost of treatment has become the public's biggest complaints and dissatisfaction. Patients with medical expenses burden is an important reason of the doctor-patient relationship nervous. At present, the high medical cost is a universal phenomenon in our country. China's total medical costs rising for years, and the investment in public health accounts for the proportion of fiscal expenditure has been dropping. This has led to increasing medical expenses to be borne by the individual. Look down on disease, patients with poverty due to illness, and the phenomenon of Chinese common due to illness. In this case, once the treatment effect is short of the expectations of patients, the result will be a doctor-patient dispute.

Prescriptions that the purpose of medical services, different from common consumption for the purpose of the former is to people's health and life, which is to some kind of the need of production and life. The risk of medical services is the result of medical science itself has many unknown factors, is difficult to predict, much higher than average consumption. Patients spent time and money to get healthy, like ordinary consumer, should get the expected result. But patients often feel vulnerable in clinical activities; their wish to spend money on health is not always able to get it. Patient expectations exist asymmetric relationship on both sides. Welfare property of health service in our country at present, less and less patient expectations asymmetric relationship between prominent manifestation in patients with expectations of higher than the healer, this is the main focus of doctor-patient contradiction.

#### *C. Analysis*

From multiple perspectives, and of my hospital in the form of more than 100 patients' families and random sampling questionnaire survey was conducted among 100 employees, finally collected 70 effective questionnaire 150, patient's family questionnaire, employee questionnaires, 80; Questionnaire score take 5 point, is divided into 5 strongly agree, 3 into the neutral point of view, one strongly disagree. Comprehensive and in-depth understanding of the hospital patient relationship management system and implementation, patient complaint channels, complaints process, complaint reception, recording and processing, and so on and so forth.

Based on investigation and statistics of doctor-patient relationship of provinces and cities, found that although, in recent years, the sharp rise in medical disputes and medical violence, but technical medical accident and medical errors and no significant growth, this suggests that the present medical

disputes it is not just a matter of medical technical level, also includes the humanism medical service. Medical personnel should not only satisfy to master the biological treatment technology, but should also grasp the psychological treatment technology and the correct way of social life. One shall realize that medical service object, is not only an organic entity composed of a variety of organizations, and it is a complex psychological activities member of society.

Discussing doctor-patient relationship tension is numerous and very complicated, including the prescriptions, party and many other factors such as social level, the media level, et al. From the point of the prescriptions, in recent years, our country public hospital basic it is operating according to profit-making mode, reform of public hospitals to make health service supply substantial increase, produce the inner motive power of the pursuit of self-interest maximization, which result in the public welfare of public hospitals is weakening. As a result, residents' medical costs rose sharply.

#### *D. Suggestions*

In China, the doctor is always go on, the doctor's career has the characteristics of strong particularity, scientific, high risk, its own responsibility, pressure big, however, is its social responsibility, it is wrong to get economic benefits and social status, etc., as a result, it is easy to cause psychological unbalance. Western countries a large number of studies have suggested that the doctor's subjective feeling is particularly important in the construction of a harmonious doctor-patient relationship, doctor of intrinsic quality and external quality is the basis of the doctor-patient relationship [3]. At present, the main economic source of China's state-owned hospitals is state funding, plus a medicine to raise cure, the doctor's technology of low labor costs, Chinese doctors not only in a state of high load of cheap labor, but also to undertake the original shall be borne by the government medical costs. In addition, there are a few medical personnel professional moral level is low, service attitude does not reach the designated position, from "red envelope", "kickbacks", caused the bad influence, lead to mistrust of the medical staff of the patients. Medical staff in the diagnosis and treatment in the process of weighing instruments examination, treatment, and other objective operation, little exchange and communication with the patient will also be patient "materialized". From the perspective of party, as people material life level unceasing enhancement, the people are also more and more high to the requirement of medical level. Due to lack of medical knowledge, a lot of people think that as long as in the hospital is in the safe, the doctor should be to cure all diseases [4]. Although the national medical security system is gradually adapt to the requirement of market economy, such as from medical treatment to the medical contract, to the medical insurance, but because of the particularity of the medical industry, the lack of competition between hospitals and patients in taking on more medical costs at the same time, didn't get a better service. Some doctors in poor service attitude, there is no form the consciousness of communication with the patient or his method unsuitable, so it is easy to cause the doctor-patient conflict between. And when the patient's high expectations, but the actual effect of medical treatment and service are expected gap is larger, with amount of money, time, effort, and seriously

out of proportion, it is easy to make the doctor-patient contradiction further upgrade. Now, between hospitals and patients is still a kind of unequal relationship, plus dispute solution, there is a problem, unable to effectively get the information quickly, eventually lead to suffer from emotional, rose to medical violence.

According to the dialectical materialism viewpoint, internal cause is based on, external cause is conditions; external cause by internal work and at the same time can also be an organic part of gradually into the internal cause. Any external institutional constraints to really play a role, internalization self-discipline mechanism must be established, through the moral main body inner moral consciousness is possible. To enhance professional moral accomplishment, not only is the cognition to the various system specifications, more important is whether or not there are external restraint and supervision, can be voluntary adherence to, because the fear of punishment and forced to abide by the rules and regulations and code of conduct is not real moral behavior. The real moral is to transform nature and the rationality of social responsibility as the main body and conscious behavior inevitably. Professional ethics is not only emphasizes the moral consciousness, also attaches great importance to the moral voluntarily. One is strengthening education and focus on cultivating on the basis of the professional ethics of compatible with the socialist market economy system of ethics: the second is to establish and perfect the system of norms effective professional ethics system, with the power system constraints, behavior. Professional ethics need to have both education and training, and need to have a complete and feasible supervision and restraint mechanism; both should be complementary to each other [5].

From the social level, in today's society, lack of trust between people is more and more, when faced with a stranger, unfamiliar environment, people more and more a lack of trust, instead of always a question. The media is always have more compassion for patients, because of the medical information asymmetry for prescriptions is a lack of understanding. Whenever there is a medical dispute, the media are always naturally side tilt to the patients. In order to hype, there are also some media deliberately make things bigger, make some reports of grandstanding and wrong guidance, led to dissatisfaction with the prescriptions of party and distrust. In addition, some media one-sided report the doctor-patient relationship as the ordinary consumer relations, to promote "the patient is god knife misconceptions, having a party and prescriptions on the position of inequality.

More and more medical disputes, eventually lead to or to the detriment of the patient. First of all, the medical dispute is affects the normal medical order. Next, medical order is upset, the doctor is sure to be interference, which can't work in peace, so patients at this time also can't get the best medical services. If serious medical dispute led to the closing of the hospital, thus many of the other patients will be deprived of legal medical treatment.

Based on the target hospital patient relationship management diagnosis, put forward the advanced hospital patient relationship management system, perfect the corresponding management departments responsibility I improve staff quality, strengthen staff awareness of doctor-patient communication and communication skills, with strong pertinence, use the doctor-patient relationship management system.

### III. CONCLUSION

Out of the many efforts, but I did not see the results correspond to the desire. Many scholars from the perspective of prescriptions or with party, Out of the many solutions, but there is an important issue, namely the doctor-patient relationship not to the interests of the opposite relationship is interdependent, why you are not willing to see the situation? Therefore, it is necessary from a new angle to meet the doctor-patient relationship, to find an effective way to realize harmonious doctor-patient.

In this paper, through the analysis of the factors affect the doctor-patient relationship, think of the doctor-patient relationship from the perspective of system construction relief, through various systems of construction, formed a perfect system to realize the harmonious relationship between doctors and patients.

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