

DOCTOR AND PATIENT: FEATURES OF RELATIONSHIPS AND TRUST

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Abstract: The relationship between a doctor and a patient is the most important aspect of medical practice, directly affecting the quality of diagnosis, treatment and rehabilitation. The basis of effective interaction is trust, which is formed on the basis of the doctor's professional competence, his communication skills, adherence to medical ethics and respectful attitude towards the patient. Particular attention is paid to modern challenges in medical practice, including the impact of digital technologies and the development of telemedicine.

Keywords: doctor, patient, trust, medical ethics, communication, telemedicine.

The relationship between doctor and patient is one of the key aspects of medical practice, affecting the effectiveness of diagnosis, treatment and rehabilitation. The patient's trust in the doctor plays an important role in the successful outcome of therapy, as well as in the prevention of diseases.

This paper examines the basic principles and factors influencing the interaction between doctor and patient, as well as the problems and prospects of their relationship in the modern world.

The relationship between doctor and patient has undergone significant changes. In ancient times, medical practice was based on tradition and belief in supernatural forces. Doctors were considered sages with secret knowledge. In the Middle Ages, medicine was regulated by religious dogmas, and in modern times scientific approaches appeared, which laid the foundation for evidence-based medicine.

Modern doctor-patient relationships are built on the principles of medical ethics, enshrined in international documents, such as the Geneva Declaration of the World Medical Association. There are several models of doctor-patient relationships:

Paternalistic model - the doctor makes decisions for the patient, based on his good; partnership model – the doctor and the patient interact as equals, making joint decisions; informed consent - the doctor provides the patient with complete information, but the decision remains with the patient.

In practice, a mixed approach is most often used, taking into account the characteristics of each case. A patient's trust in a doctor is formed under the influence of many factors, such as: the doctor's competence – his knowledge, experience, qualifications; communication skills – the ability to listen to the patient, explain the diagnosis and offer treatment; emotional support – showing empathy and understanding; reputation and recommendations - the influence of reviews from other patients; maintaining medical confidentiality – guarantees the security of personal data.

Trust can decline for various reasons: lack of contact – the doctor devotes insufficient time to the patient; errors in diagnosis or treatment – reduce the patient's confidence in the doctor's competence; inattention – creates a feeling of indifference in the patient; commercialization of medicine leads to the perception of a doctor as a “seller of services” rather than an assistant.

With the development of digital technologies in medicine, new forms of interaction between doctor and patient have emerged:

Telemedicine – online consultations allow you to quickly receive recommendations; electronic medical records – make access to information faster and more convenient; artificial intelligence – helps in diagnosis, but does not replace a doctor.

However, a lack of personal contact can negatively impact patient’s trust. To improve relationships between doctors and patients, it is necessary to:

Increasing the level of medical education – regular training of doctors; development of communication skills – training on interaction with patients; reducing the bureaucratic burden - so that doctors can spend more time with patients; popularization of evidence-based medicine - so that patients are guided by scientifically based treatment methods.

The relationship between doctor and patient is a complex but important process on which the success of treatment depends. Trust is formed on the basis of the doctor’s professionalism, his ability to communicate and take into account the individual characteristics of the patient.

With the development of digital technologies and an increase in the flow of patients, training doctors not only in medical but also in communication skills plays a special role.

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