



Doctors Talking With Patients/Patients Talking With Doctors: Improving Communication in Medical Visits

Debra L. Roter, Judith A. Hall

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Medical visits are often less effective and satisfying than they would be if doctors and patients better understood the communication processes conducive to the attainment of mutual goals. The verbal and nonverbal exchanges that take place between doctor and patient affect both participants and can result in a range of positive or negative psychological reactions--including comfort, alarm, irritation, or resolve. "Talk" is broadly interpreted and is shown, on the basis of extensive research evidence, to have far-reaching impact. Roter and Hall set out specific, scientifically established principles and recommendations for improving doctor-patient relationships. They describe the process of communication, analyze the social and psychological factors that color doctor-patient exchanges, and detail changes that will benefit both parties. In recognizing the critical importance of the social process to sound medical care, the authors offer needed encouragement and principles of action to doctors and patients alike.

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