

To the medical disputes, we are not outsiders

The investigation on the status quo of the doctor-patient relationship
in Zhong-da Hospital in Nanjing

Nanjing Foreign Languages School

Wang Yongyi, Chen Meng, Hu Ruitian, Chen Guanyu, Long Feifei

The communication between doctors and patients has not yet reached the ideal of harmony and smooth. There is still a crisis of trust between doctors and patients. Extreme medical and even doctor killing events will occur in China every year. We conducted a questionnaire survey of 100 outpatients and hospitalized patients at the time of 2018-6-25 to 2018-7-1. In view of the patients' thinking in the process of outpatient and hospitalization, the patient's medical psychology, anxiety and anxiety were systematically investigated and analyzed.

It is found that trust in doctors and long waiting time are the most anxiety and dis-satisfactory problems.

Regarding the relevant examinations prescribed by the doctor in the course of diagnosis and treatment, such as CTT, MRI, X-ray, ultrasound, puncture, blood sampling, etc., only 53% of the patients indicated that they believed in the doctor and would be examined in accordance with the doctor's instructions. Although sometimes it is not clear or understood whether the examination must be done. 30% of patients think that the examination given by the doctor is not necessary for the diagnosis and treatment of the disease, but only 17% of the patients will refuse to do so in accordance with the doctor's order.

However, only 75% of the patients trust the doctor's treatment plan to be reasonable and follow the doctor's instructions. When the therapeutic effect was not in line with the patient's expectation, 83% of the patients thought that the doctor's diagnosis and treatment plan was wrong, and only 15% of the patients understood that the treatment of the disease would take time, and visited the same doctor again with objective feedback on the therapeutic effect. Continue to receive treatment, and even 2% of patients believe that doctors should compensate for the delay.

" In line with the outpatient number , I think it ' s ideal to wait for 10 minutes . If the queuing time is too long or even more than half an hour , I ' ll be impatient , irritable and unhappy with the overall service of the hospital , " says a patient who went to a doctor again for chronic sinusitis .

"waiting in line so long, I think the outpatient doctor should take at least half an hour to communicate with me to make judgement and treatment, not less than 10 minutes."

Forty percent of patients will look up hospitals and select doctors through the Internet before they go to the hospital, while 83 percent of patients will find out about diseases through the Internet, when doctors diagnose and treat diseases. Only 78% of the patients believed in their doctors' professional judgment and accepted the treatment plan when they did not agree with the information obtained by the patients on the Internet.

Ninety-eight percent said they would not give gifts or red envelopes to their doctors while in hospital or before surgery to feel more comfortable with their families. The overall impression of medical service during the visit was 41.1% of the patients thought that they were satisfied with the medical service and 56% of the patients thought that 3% of the patients were not satisfied with the process of seeking medical treatment and the overall experience was very poor.

In interviews with five doctors we found that the biggest challenge for Chinese doctors is multitasking time is too little and insufficient to ensure time for clinical communication with patients. The greatest anxiety and worry about how to rationally separate work and life is difficult to balance. "with the current clinical workload, I don't know how to allocate limited energy and time, nor can I have a normal life for the average person, such as weekend recuperation may not be guaranteed." A new doctor said so.

Young doctors agree that doctors are a high-risk profession in China, not only that the workplace is under attack, but also the risk of subhealth or even overwork as a result of overwork. When asked what are the most important concerns and expectations of the medical profession at the moment? The answer is the same: occupational safety and respect. "what I look forward to most is being able to do what a doctor should do."

And when it comes to the tense doctor-patient relationship in China and the occurrence of extreme trauma cases, they believe that the most fundamental reason is the patients' distrust of doctors. Patients often mistakenly believe that hospital visits are tantamount to shopping in shops. It is believed that consumption should achieve its purpose, regardless of the nature and purpose of consumption. But the false report

of Chinese news media to attract eyeball is undoubtedly the malignant tumor that promotes the worsening of doctor-patient contradiction. The cost of patient care is too small, which also leads to a growing number of imitators.

Chinese sociocultural people usually like to say hello to familiar people to do things at ease, as do sick patients. When it comes to the relationship between whether patients can get satisfactory medical care and whether they know anyone in the hospital, doctors admit there is a relationship. But the reason is that "acquaintances" to some extent increased the patient's sense of self-comfort and trust in doctors, although this does not have a direct impact on the effectiveness of the treatment.

In reply, "how long do you think the current doctor-patient relationship in China will improve?" A young doctor was pessimistic when he said that "it may not be able to improve for 100 years." Other doctors think that there is still a long way to go to improve the doctor-patient relationship. It is very difficult to define a specific time period, because this is related to the improvement of the people's cultural level, the improvement of the overall quality of the public, and the changes in values, consumption concepts, and so on. Including the quality of doctors, moral level, empathy and so on have a close relationship. "A long road." "I'm not sure how long it will significantly improve the doctor-patient relationship in the future." At the same time, it is the responsibility of the state to correctly guide the patient's idea of seeking medical treatment, perfect the legal system, severely punish the killer in accordance with the law, and promote the healthy development of the doctor-patient relationship by means of the reform of the medical system and the lack of publicity by the media.

We don't know the difference in these data from some patients in Chinese general hospitals, compared with other countries, but what we can easily see is the shortage of medical resources and the huge workload of Chinese clinicians. It is the most important factor to cause the patients to be dissatisfied with the effective diagnosis and treatment, care and communication for each patient. With the development of China's overall economic level and the improvement of the quality of the people, most patients will objectively view and evaluate the medical service system, respect and

cooperate with doctors in the course of medical treatment, but patients have too high expectations for medical services. Even regarding the different cognition and orientation of seeking medical treatment based on the mentality of consumption and lack of trust in doctors the extreme behavior of injuring doctors and even killing doctors really makes us think deeply.