



# Patient-59

**Patient-59 was another patient at Sunrise Hospital who received very little communication from doctors. Patient was frequently left alone during treatments, including physical therapy. Cell phone was stolen by an employee. Sunrise Hospital tried to force this person to go to a low quality, long-term care facility. Distressing and horrific experience.**

There was hardly one good thing about this hospital during my stay.

**Most of the doctors didn't bother to communicate with me on things like procedures, medications or dietary changes, etc.**

**I was frequently left alone during treatments, for an hour or more, especially during physical therapy and rehabilitation therapy.**

I was verbally abused by therapists and nurses, and I was harassed by a hospital social worker who also harassed my family.

**Medications were frequently withheld.**

**I was not properly cleaned by staff. My family had to see to that until I could do it myself.**

My personal property was looked through, and my smart phone was stolen by a staff member.

**Staff went against my family's wishes (and mine) by trying to put me into a poorly run, long-term care facility -- one that is known for patient abuse and neglect.**

When I was discharged, I was not given appropriate amounts of medicine to help the transition from hospital to home.

**It was a distressing and horrific experience.**

# WHAT IS THE LACK OF COMMUNICATION IN HEALTHCARE?

In healthcare, lack of communication leads to errors, misunderstandings, and compromised patient safety and care

Doctors provided very little communication, patient was frequently left alone during treatments, including physical therapy. Cell phone was stolen by an employee. Sunrise Hospital tried to force this person to go to a low quality, long-term care facility. Distressing and horrific experience.

**Stand up to the bullying and pressure tactics at Sunrise Hospital. Protect yourself. Just say NO if you are being mistreated or harassed at Sunrise Hospital. REMEMBER, you can leave and go to a better hospital.**

**Just say NO to Sunrise Hospital**

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## 9 Tips to Improve Communication with Patients

Every doctor, when interacting with their patient, must communicate. The conversation could be about their medical condition, treatment options, referral to other specialists, prescriptions or consent for a surgery. No matter which case, effective patient communication is vital for increased patient satisfaction and active participation in decision-making. Here are some **tips for doctors** on how to communicate effectively with patients:

1. **Be attentive to your patient.** Paying close attention to your patient is very important for building rapport and trust.
2. **Let your body language convey empathy.** Empathy is the first “E” in “RESPECT”. Sometimes, the body does all the talking. Non-verbal communication and facial expressions are important for conveying empathy and emotional information.
3. **Use plain language.** Part of “Rapport”, as mentioned in the first section means, connecting on a social level. A doctor talking to a patient is not the same as a doctor talking to a fellow health care professional. When interacting with patients, it's best for providers to keep the medical jargon away.
4. **Be patient with your patient.** Effective patient communication requires patience. Most patients do not have the medical background and training like their doctor and so may not understand all that the doctor has to say in a short time. Also, some patients may be faced with physical and/or cognitive difficulties as a result of their illness which makes it slower for them to grasp things.
5. **Be honest and realistic.** Doctors should always be honest and realistic with patients. When explaining test results or diagnosis, doctors should keep it simple but also not understate or exaggerate the situation.
6. **Give actionable and personalised instructions and advice.** Personalising instructions is also important when communicating with patients. Instead of giving generic instructions or advice, doctors should use active voice and be more personal when talking to patients.
7. **Encourage patients to ask questions.** It is good practice for doctors to encourage their patients to ask questions. Patients can feel more involved in their health management when their questions are addressed. This also gives the doctor the opportunity to clarify any misconceptions, concerns or doubts the patient may have.
8. **Be organised and concise.** It is the task for the doctor to dish out information in a concise and structured manner to the patient. Using appropriate language, doctors should break down complex medical information into understandable chunks for the patient's consumption.
9. **Use visual aids and other communication tools.** A number of visual and graphics aids exist for aiding communication with patients. Visual aids include pictures, illustrations, drawings, infographics and videos and they are mostly used to supplement verbal instructions given by providers and text guides.

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