



**IMPORTANCE OF "COMMUNICATION SKILLS IN HEALTH CARE," ACCORDING  
AYURVED AND MODERN SCIENCE**

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**ABSTRACT**

Communication skills are now widely acknowledged as having a central role in clinical practice. A good Practitioner must be a good communicator. He should be able to collect accurate information in an efficient manner, to demonstrate sufficient emotional support so as to relieve acute distress and facilitate to development of trust. He should be able to educate the patient about the illness and encourage adherence to treatment recommendations. Communication should be appropriate not only while interacting with patients, but also at the workplace, with colleagues and peers. Good communication skills during the training phase of doctors can build a strong foundation for good teams skills and professional behavior in the later years. A doctor must be able to collect necessary information from the patient in an efficient manner to make the right diagnosis, provide emotional support to relieve acute distress and communicate in manner that leads to development of trust and treatment compliance. Communication with patient is the core clinical skill for the practice of medicine. It can be defined as specific tasks and observable behaviors that include interviewing to obtain a medical history, explaining a diagnosis, and prognosis, giving therapeutic in instruction and information needed for informed consent to undergo diagnostic and therapeutic procedures and providing counseling to motivate participation in the therapy motivate participation in the therapy or to relieve symptoms. **Attitudinal Skills:-** While communication skills are the performance of specific tasks and behaviors by an individual attitudinal skills are the point of view of Individual towards a certain situation. Three main components of the attitudinal skills are,

1. **What the individual thinks:** What the individual does and what the individual feels. Attitudinal skills develop the inter personal relationship and thus are commonly called interpersonal skills.

**Attitudinal skills build on basic communication skills**

Patient- Professional communication is a fundamental skill of medical practice by understanding patient in a holistic manner, the doctor health care provider can draw a total care plan which is best suited for the patient communication is a two way process which has both verbal as well as nonverbal components. Health care professionals have to be aware of their own communication practices and need to undergo periodic appraisal of the same. Clinician's ability to explain listen and empathize can have a profound effect on biological and functional health out comes as well as patient satisfaction and experience of care.

**KEYWORDS:** Communication, Skills, Doctor, Patient relationship, Physician Ayurveda, Rugna, Chatusapad, Relatives Aushashi, Paricharak Medicine.

**INTRODUCTION**

Communication Skills are now widely acknowledged as having a central role in clinical practice. A good doctor must be a good communicator. For that physician should have following qualities.

Excellence in knowledge can be had by attending on preceptors and studying scriptures. Purity in physician helps the patient by dint of its spiritual force. Reputation as infallible in prescribing medicines is also one of the

qualities of a physician which included in the four qualities.

Abundance, suitability, multiple form and potency these are the four qualities of medicament. Knowledge of nursing, dexterity, affection and purity these are the four qualities of an attendant and good memory. Obedience, fearlessness and uninhibited expression these are the four qualities of a patient. Though a quadruped of therapeutics in all equipped with sixteen qualities are

responsible for success in treatment yet the physician by the virtue of his knowledge, administrative position by prescribing capacity, of copies the most important position. A physician duly engaged in the study of science of medicine in mastering their actual implications in the right application of the therapy and practical experience in known as the servior of life.

### Doctor Patient Relation

मैत्री कारुण्य मार्तेषु शक्ये प्रीतिरुपेक्षणम्,  
प्रकृतिस्थेषु भूतेषु वैद्यवृत्तिश्रुतिवर्तविधेति।

**Doctor should be sympathetic and kind to all patient should be concerned with those who are likely to be cured and should feel detached with these who are towards death:**

A physician who can distinguish between curable and incurable diseases and initiates treatment in time with full knowledge (about the various aspects of therapeutics) can certainly accomplish his object of curing the diseases on the other hand, a physician who undertakes the treatment of an incurable disease would undoubtedly subject himself to the loss of wealth, knowledge and fame and will also earn bad reputation and other royal sanctions or punishments.

In Ayurvedic literature a qualified physician is he who well acquainted with the principles of treatment who is wise, is well versed in classics and it prompt in action. According to Astanghritya the physician must be efficient having learnt the science in all its meaning (implication) from a preceptor, must have witnessed the therapies (gained) practical experiences and pure/clean (in body, mind and speech).

### According to Sushrut samhita

Duty of physician or Medical officer (Practitioners since the prime object of medical profession is service to humanity.

ज्ञान बुद्धि प्रदीपेन योनाविशति तत्त्ववित्  
आतुरस्य अन्तर रतनं स रोगांश्चिकित्सति  
च.वि.4.12

This message to promote clinical sense in a physician and the need of transparency and will fullness in transaction of clinical responsibility medical profession is not an impersonal profiting professional rather is a superior science and art or humanism and healing saddled with diving grace. The nature and body mind spirit on continuum is the fundamental feature of Ayurvedic holistic.

Ayurvedic diagnostic while can calving two fold ROGI-ROG Pariksa. In this connection Astang hrdaya and charak described trividha pariksa.

1. Darsan pariksa (Visul of serration i.e. inspection)
2. Sparsana Pariksa (Observation of Touch i.e. palpation)

### 3. prasna Pariksa (Interrogation i.e. case History)

रोगाक्रान्त शरीरस्य स्थानान्यष्टो परिक्षेयेत

नाडी मूत्र मलं जिहवां शब्द स्पर्श दृगाकृति।

यो. र. (अष्टांग स्थानम् परीक्षा)

Examination of the patient, the Astavidha or Astasthana pariksa of the patient is described in Ayurved. These eight are classical points of examination of the patient described by Acharyas of Ayurved a like Saramghara, Bhava Prakasa and Yogratnakar. For physical examination of the patient following eight factors should be examined carefully.

1. Nadi(Pulse), 2. Mutra (Urine), 3. Mala (Stool), 4. Jivha (Tongue), 5. Shabda (Speech and Voice), 6. Sparsha (Skin), 7. Druk (Eyes and Eyes light), 8. Akrti (Faces and overall appearance)

Qualities of Physician can help to improve patient psychology and patients confidence. He should be efficient, posses perfect knowledge well trained in practice. He should be clean and neat.

अभेद्योऽनुधत्तः स्तब्धः सुनृतः प्रियदर्शनः।

बहुश्रुतः कालवेदी ज्ञातग्रन्थोऽर्थशास्त्रवित्

अनाथान् रोगिणो यश्च पुत्रवत् समुपाचरेत्।

गुरुणा समनुज्ञातः स भिषक्छब्दमश्नुते।अ.सु.

"Abhedya"

Anudwata – Thinking Deeply, or Gambheera

Stabdha – Acting after careful consideration

Sunruta – Speaking Truth

Priya Darshan – Appearing Pleasantly

Bahushruta – Known of many things

Kalvedhi – Well known about the significance of time factor

Grantha – Well Versed in Shastra

Arthashastra Vit – Well trained in practice "Clinical experience"

Putravat upcharet – Treating the patient like son

Guruna Sam nudnyal – Physician permitted by his teacher.

भिषग्द्रव्याण्युपस्थाता रोगी पादचतुष्टयम्

गुणवत् कारणज्ञेयं विकार व्युपशान्तये।

The four aspects of therapeutics are the physician, the medicament the attendant and the patient. They are responsible for the cure of diseases provided they have requisite qualities.

श्रुते पर्यवदातत्त्वं बहूशो दृष्टकर्मता।

दाक्ष्यं शौचमिति ज्ञेयं वैद्यगुणचतुष्टयम्।

Excellent in medical knowledge, an extensive practical experience dexterity and purity. These are four qualities of physician. All the qualities of physician enhance communication skill.

**MATERIAL AND METHODS**

On the basis of Ayurved Granthas and available literature of communication skill who described about duties of physician, skill and examination of patient and consent, risk factor at time of emergency bad news communication or telling bad news to relatives. The detail content of and references are analyzed from available texts.

**METHODS**

Descriptive and conceptual study.

**CONCLUSION**

1. After studying the all the aspect we came to conclusion that every physician or Vaidya should have good professional knowledge and excellent communication skill.
2. On the basis of communication physician can increase his relation between patient relatives and patient.
3. Good Communication skill enhance qualities of physician attitude.
4. Good communication skill reduces consequences in practice.
5. Eye contact should be with the patient at time of listening chief complain
6. Enhance capacity of listening by patient.
7. Ayurved physician should use all parameters which told in Ayurved Granthas about qualities of physicians, like Bahushruta, priya Dharshan putrvat upcharet and Sunruta.

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The relationship between good doctor-patient communication and improved health out comes is well established communication skills cannot be adequately learnt by mere observation of the experienced physician. Communication with the patients is the most powerful diagnostic tool of a clinician. The emotional aspect of patient interaction.

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