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THE STUDY OF EFFECTIVE COMMUNICATION IN CASE PERCEIVING IN HOMEOPATHY

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ABSTRACT

Homeopathy is a complete scientific system. It is an art and science. Perceiving the case is the backbone of homeopathy. Yet there is a lacuna in case recording. Communication should be effective. It is one of the skills of a homeopathic physician. The study was undertaken to explore the need and usefulness of the effective communication in case perceiving. The study was conducted from Nov 2010 to Nov 2011. 30 cases were identified and taken for the study. Patients undertaken were of both sexes and all age groups of various religions & different occupations, randomly selected. The study was observational clinical study. The study shows that physician should have good skills of communications either verbal or non verbal (observations). The one who is effective in communication is successful in practice.

KEYWORDS: Communication, Case, Perceiving, Homeopathy etc.

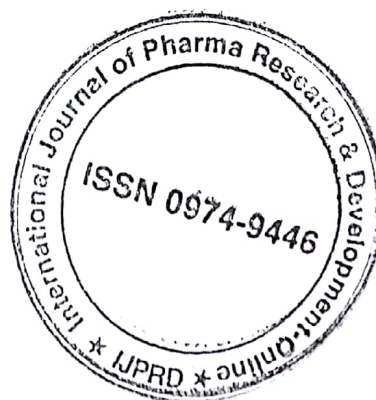
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INTRODUCTION

Perceiving the case is backbone of Homoeopathic science, which provides a tool for the management of case. A good case taking is half cure, said a great master. Case perceiving is the individualizing examination of a case of diseased individual with the object to arrive at the qualitative totality for the purpose of homoeopathic prescription to bring about cure. Since the case taking is to be done by the physician everyday in his clinical practice, it needs sincere attention of the physician. He should know the patient, his relatives, attendants, processes of case taking and role to be played in each and every individual case. A perfect plan is half the work done. Successful case perceiving can assist the physician to plan the whole course of treatment with a definite action program. According to Dr. Kent, the physician can have an image and perfect nature of the disease in his mind with the help of the case perception. Our concept of health and disease determines our attitude towards the patient and his illness. This attitude determines our receptivity and thus we record only those impressions to which we have been sensitized as a result of training. The errors on non-observation and mal-observation are attributed to the poor training in the art and science of observation and to the mind which is grossly prejudiced. These then could be minimized by voluntary efforts.

To day's medicine is an evidence based medicine. Medicine is an ever changing science. Clinical experiences and new research broaden our knowledge. So, effective communication in case perceiving becomes very much necessary. Along with communication, observations make the difference. A true homoeopathic physician must be a good listener. This individualizing examination demands of the physician nothing but freedom from prejudice and sound senses, attention in observing and fidelity in tracing the picture of the disease. Physician should keep silence and allow the patient to say all they have to say, and refrains from interrupting them. Usually it is seen that, physician speaks more than the patient. He used to fill only the format of case paper i.e. answers of

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questions. Communications and observations are neglected. Most of the physicians, in a few years of their medical practice have killed the ability to put in sustained hard work demanding intellectual concentration. This is the main difficulty that faces the students and physicians of today. Even a serious student, of Homoeopathy meets with many difficulties when he takes the thrust in practice. He often lacks competence in case-taking/receiving, as a result, at times, the record is incomplete and lacks individuality. Even if he succeeds, his task remains again incomplete in the next stage, that is identifying this with a single conceptual image from the Homoeopathic Materia Medica i.e. similimum. According to modern day's medicine, the sole purpose of taking a case is to establish the pathological diagnosis of the case. In Homoeopathy, pathological diagnosis is only of secondary importance but highly essential for precise assessment of the prognosis, rational decision on the appropriate management of the case, giving due attention to the obstacle, to cure etc. Apart from the pathological diagnosis, a true homoeopath should meet the essential purposes of case perceiving, with full responsibilities, viz:

- 1) Etiological diagnosis
- 2) Miasmatic diagnosis
- 3) Personality diagnosis
- 4) Therapeutic diagnosis

So the communication is needed (purpose) because –

1. For successful prescription
2. For desired follow up
3. As there is an individualization in every case 'approach of the communication is different
4. Helps in co-coordinating, collating and issuing instructions.
5. Helps in speaking abilities and listening skills
6. Saves time

Purpose of the Research (Aims and Objectives)

- 1) To study the different skills and techniques of communication with different individuals
- 2) To help the patient to realize his problem so that he would co-operate in programming the

treatment. & To attempt problem resolution and effective counseling, if required

3) To collect all important symptoms for Repertorisation.

4) Guidelines for appropriate management.

Review of Literature- Concept of communication in homeopathy

1. Types of Communication :

Verbal (Oral 35%)	Non Verbal (65 %) (Body language)	Written
a) Language	a) Signs and symbols	a) Reports
b) Articulation	b) Gestures	b) Emails
c) Exchange through words	c) Postures	c) Make the patients to write the things which are troubling him
d) Feelings	e) Facial expressions	d) Autobiography if required
e) Energy	f) Eye contact	
f) Speech and voice	g) Appearance	
	h) Modulation of voice	

3. The homeopathic repertories (The reportorial language) are the main source of data of communication between physician and patient

- E.g. "Doctor, How much time will it take to cure?"- i.e. fear extravagance of , in reportorial language.
- E.g. Sir, let me tell you in detail, i.e. expressive, talkative.
- E.g. Let me tell you the truth i.e. naked wants to be,
- E.g. Anorexia nervosa- i.e. eating refuses to,

2. Clinical study :

- Place of the Study : The study is/would be conducted at - Aditya Homeopathic clinic, Ahmednagar
- Period – Nov 10 to Nov 11
- Inclusion Criteria :

3. Cases 40

- The cases of different age groups and both sexes are considered.
- The patients are taken from OPD & IPD
- Cases from urban as well as rural areas (Peripheral camp OPDs)
- Patients are selected irrespective of socio-economic status
- Only positive findings have been recorded.
- Follow up of cases as per need i.e. till the complaints relieved.
- Only cases responding to drugs have been taken.
- Applicable repertories are used for Repertorisation

METHODOLOGY(MATERIALS AND METHODS)

- Sources of Data - Clinical case studies
- Study :

1. Theoretical study :

- Review of literature
- Illustrative study of research notes
- Homoeopathic literature

4 Exclusion criteria

- Negative findings are not recorded.
- Cases with discontinued treatment are not considered

5. Clinical Protocol :

The data has been collected by purposive sampling method and possessed in a standardized format with following steps.

- Nosological diagnosis has been done with clinical entity.
- Processing of case has been done as per homoeopathic principles.
- References from repertory & materia medica have been taken
- All cases have been followed for a minimum period as per guidelines from

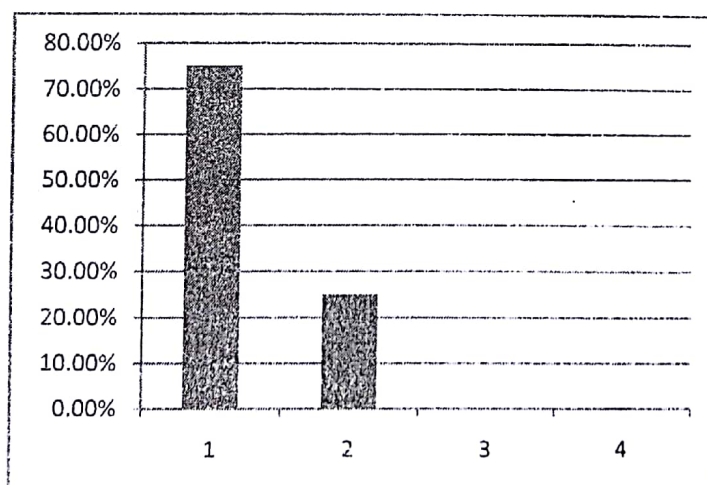
The drugs are prescribed as an acute or constitutional remedy depending on the case in hand. Potency selected on the basis of sensitivity, susceptibility, etiological factor, miasm, suppression, similarity, vitality. Diet, ancillary measures, is advised. While managing the case a) problem definition b) problem resolution, these points are taken into consideration. Medicines are given after Repertorisation & referring materia medica.

RESULT VERIFICATION:

- Effectiveness of treatment was assessed on the basis of clinical
 - Improvement -- relief of complaints.
- Final assessment was done after a follow up of minimum 6 months period
- Herring's Law & Kent's 12 observations are taken into consideration

IV Administration of the medicine:-**Findings/Result****Table No. 1/ Chart showing result of Treatment**

Sr. No.	Result of Treatment	No. of Pts.	Percentage %
1	Good communication	30	75.00 %
2	Moderate communication	10	25.00 %
	Total	40	100



DISCUSSIONS

1] Effective communication makes physician (practice) successful Success in a homoeopathic practice depends on physician's performance coupled with utilization of tools, and effective communication. It is not a one sided affair. (Patient - Physician) i.e. two way exchange of verbal and non verbal information. A physician who judges verbal and non-verbal cues in an appropriate way is likely to make an impact on patient's illness to greater degree. Physician's way of communication also influences the reaction of a patient in a considerable way. So physician must aware of his communication and patients communication to recognize the verbal and non-verbal cues of patient. A physician should be actually sensitive to each word and gesture of a patient. He should receive the signals. Every smile, every frown, every syllable a patient utters and a physician utters has an impact. The study of communication is a systematic method of study. It takes much efforts to master and perfect this art.

2] Physician – Patient relationship helps in communication :

In practice a good relationship even more than a cure is expected by the patient. The patient should feel that someone knows him, understands him, recognizes his assets and only such person he accepts as a source of strength. The doctor is, most often the only person to whom the patient can talk things which he can't tell anyone else. Some patients say that, physicians do not have enough knowledge of emotional, socio-economic and familial problems and they did not care to explain in non-technical language what the patient is suffering from. This left patients dissatisfied in results in poor communication. Only if the physician understands the patients mental attitude towards his disease, his fears regarding his insecurity and only if he allays the fears, will he pave way for a better mental attitude which will help in cure. Unless the base is understood, the physician can't claim to tract successfully i.e. with effective communication. Communication skills play an imp role in the physician patient

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interaction. It is not just talking but the keystone in establishing a report between the physician and patient. The way in which a physician communicates with a patient significantly affect

- 1) Adequacy of the clinical interview
- 2) Accuracy of detection of the problem
- 3) Patients understanding and compliance with physicians advia
- 4) Patient satisfaction

CONCLUSION-

Homoeopathic physician must be a good listener, he should play the role of a minor that throws back a reflection of the patient and does not add anything of its own .Exploring a human being is not an easy task and it needs hard work. Physician have to change his personality, look within physician have to change his personality, It is said that wise man has long ears, big eyes, and a short tongue. A homoeopathic physician should have qualities of lord Ganesha to become a true healer.

Symbolism of Lord Ganesha :

1. Long Ears – Listen more
2. Big head – Think Big
3. Small Eyes – Concentrate
4. Small mouth – Talk less
5. Trunk - High efficiency and adaptability

When physician communicate with patients :

1. The first things which he look at is the face and its expressions (Non verbal)
2. Tone of voice (Verbal and Non-verbal)
3. Carefully listening of actual spoken words (Verbal)

RECOMMENDATIONS

This study help us to know where the mistakes have been committed, why some patients did not turn up after 2-3 visits, what is the successes rate and how it can be achieved etc., so all these will help us in future for better management of the forthcoming cases.

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