

A HAPPY PATIENT IS THE DUTY OF EVERY DOCTOR

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ABSTRACT

A high level of discontentment at the government's premier hospitals — AIIMS, Ram Manohar Lohia Hospital and PGIMER, Chandigarh were due to the implementation of "MeraAspataal" (My Hospital), developed by the health ministry of Bharat. The most important explanation, for the discontentment found in the survey was workers' behavior, 46%, cleanliness 6 % and quality of treatment, 11%. This proves that, Indian public hospital's patients won't be acutely aware that they're able to inform their grievances, as they sense that they're obtaining a free remedy, but in gift situation of consumerism, patients expect their doctors to preserve up the timings, behave warmly and communicate in their language. Patients assume care problem and courtesy, additional to an awfully smart professional activity and powerful bonding with doctors. Since a happy patient visit back, have a positive image of the hospital and brings less medical malpractice claims. In many countries, resident doctors have been taught compulsory communication training in the final year of their medical education, but unfortunately we don't have such training. The present study deals with doctors' communication with patients in government hospitals of Indore town (M.P.) Bharat. As a result of varied researches done on this, in terms of doctors' communication and patient satisfaction everywhere in the world, but we'll not deem them general as origin of country, demography, education, plays a crucial role. In this study, seventy participants of public hospitals of Indore were enclosed in customary form, survey victimization convenience sampling and applying Z check, the role of the patient as partners in the health care system is acknowledged.

KEYWORDS: Patients Satisfaction, Public Hospitals, Doctors Communication, Resident Doctor