

## ESIC Medical College & PGIMSR, KK Nagar, Chennai

### Medical Education Unit

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#### Guest Lecture

Topic: Doctor-Patient communication: the key to unlock a good clinical encounter

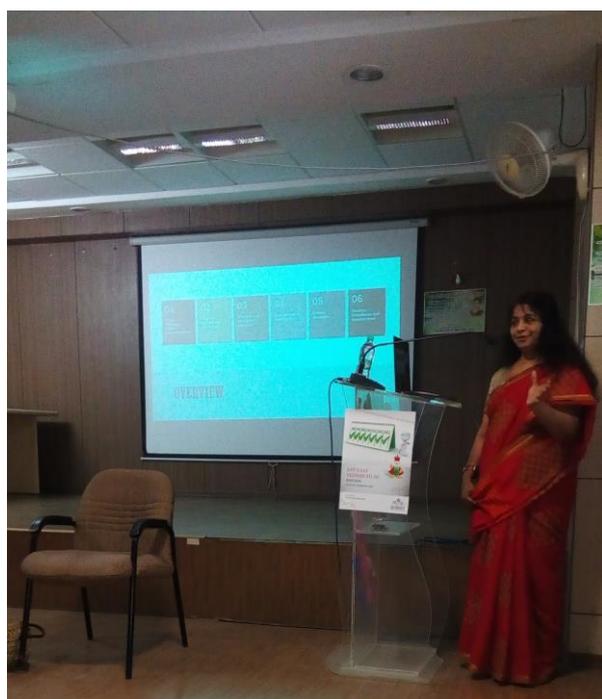
Speaker: Dr. Usha Sriram AB(Internal Medicine), AB(Endocrinology)

Date: 06 May 2017

Time: 2.30 pm to 4.00 pm

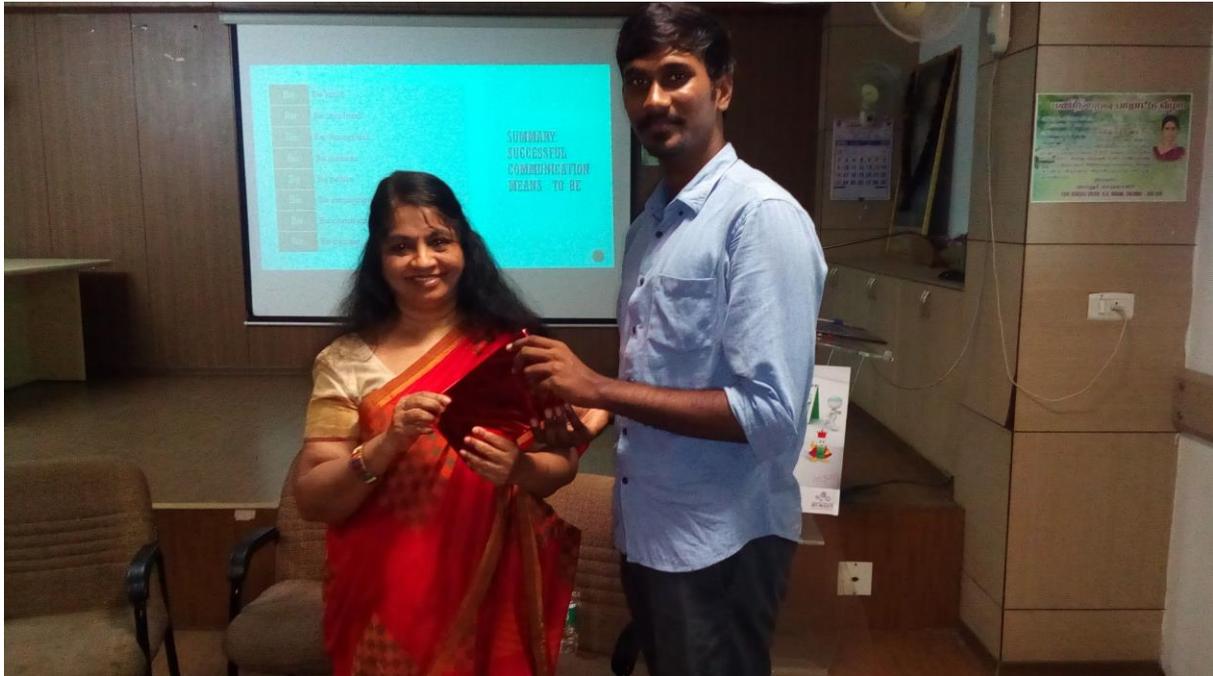
Venue: Conference Hall

Dr. Usha Sriram gave an excellent guest lecture addressing the students of final year MBBS. She highlighted the essential components of good communication with the patients. She pointed out that good communication leads to better clinical outcomes, lower rates of dissatisfaction and law suits. “Keep it Simple, Silly” or the KISS principle is the key to good communication. She pointed out Harvey Cushing’s saying that “it is important to know about the diseases that a person has, but more important to know the person who has the diseases”. For doing this, a doctor should get genuinely interested in the life of the patient, she said. She gave some important tips for good communication skills. Always smile at the patient, greet and welcome the patient when they enter the room, touch the patient and provide appropriate care – these are all important components of a good clinical encounter. She narrated several interesting anecdotes where she has had successes as well as setbacks in communication with the patients and she narrated how she has learned from these experiences. Her talk was interspersed with several jokes and comic interludes which had the students actively engaged and involved.



*Dr. Usha Sriram delivering her guest lecture*

Her talk was followed by an interactive session, where students asked her questions and interacted with her. One of the students asked, “how should we handle a patient who is crying”. To this Dr. Usha responded that supporting the patient in a respectful manner is very important. It is also important to give hope to a patient in despair. She narrated several instances of parents who are in deep anguish because of the diagnosis of type 1 diabetes in their children and how she has had to handle the emotional circumstances. After the talk, the class representative honoured her with a memento.



*Dr. Usha Sriram honoured with a memento by Mr. Balaji, class representative final year MBBS*