

Patient's Comprehension, Satisfaction and Compliance To The Doctor's Advice

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INTRODUCTION

Doctor-patient relationship forms an important foundation for effective practice of medicine. There is a strong positive correlation between effective doctor-patient interaction and patient adherence to scheduled appointments and other physician instructions. From the various surveys conducted, the physician-patient satisfaction levels were found to vary from 60% to 80%.

AIMS AND OBJECTIVES

To assess the patient's comprehension, satisfaction and compliance to the advice of doctor among patients visiting OPDs of four hospitals of Mangalore.

MATERIALS AND METHODS

Demographic information and information on patient's feelings about their doctors was collected from 390 patients in a cross sectional survey, using a questionnaire.

DATA ANALYSIS

Data was analysed using the SPSS Version 11.5.

RESULTS

Of the 390 patients studied, 90.1% were generally satisfied with their interaction with the doctor. 6.3% were uncertain and 3.6% were unsatisfied. Patient satisfaction was positively associated with adherence intent. 95.7% of the patients were compliant to the doctor's advice. Patient's confidence in the doctor and good communication skills on the part of the doctor predicted patient satisfaction.

CONCLUSION

This study suggests the need for primary care physicians to be aware of the important place of interpersonal skills development in the application of medical knowledge and expertise in the provision of health care.