

## Influence some chosen elements of nonverbal communication used by the doctors for patients' satisfaction after the examination

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**A**- Conception and study design; **B** - Collection of data; **C** - Data analysis; **D** - Writing the paper; **E**- Review article; **F** - Approval of the final version of the article; **G** - Other (please specify)

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### ABSTRACT

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**Introduction:** Sending and receiving non-verbal messages between the doctor and the patient is very important and it has an influence for the quality of health care.

The aim of present studies was to determine the influence of some non-verbal communication factors including modern technology using by doctors for patient's satisfaction after the examination.

**Materials and methods:** We have asked 597 patients. We have used NDEPT Standard Scale - (Nonverbal Communication in doctor – elderly patient transactions: Development of a tool). The authors of the scale let us use it in Poland.

**Results:** Patients were satisfied with the examination in following situations: during the examination they could see the telephone,

computer, medical items and other equipment; the distance between the doctor and the patient was less than 61 cm and there were no physical obstacles; during the examination the doctor was face to face to the patient (angle 180 or 90) and he was using gestures; the eyes of the doctor were in the same line as the eyes of the patient.

**Conclusions:** The skill of the right communication is an important factor in medicine, but it is often underestimated. But we must know that apart from knowledge the efficiency of therapy and the efficiency of diagnostics depend on the right relation between doctors and patients. Skills which are necessary to the right interaction between the doctor and the patient are usually nonverbal.

**Key words:** nonverbal communication, doctor, patient, satisfaction

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DOI: 10.5604/01.3001.0009.5015