

The R.T and patient communication

The radiologic technologist must recognize that each patient who arrives at radiology department for care has physical and emotional needs which are threatened by illness

It is his duty as a professional person to provide assurance and comfort to his patient by his manner of relating to them and by his work competence

He must learn to assess each patient and anticipate problem that may arise before he undertake care

Evaluating the patient needs

When the patient is received into the radiology department , the R.T assigned to his care must be able to make a rapid mental assessment of patient condition and the special needs that person may have while in his care

For the R.T purposes this patient assessment or evaluation may be divided into three sections:

Physical

Emotional

Cultural

Physical assessment

After greeting the patient , the R.T must observe him for a moment ,seeking external clues that the patient will provide. This will help in diagnosing the number and types of problems a particular patient may present

Such looking and observation should focus on these question :

Are his clothes clean?

Does the patient and smell clean ?

Are his teeth clean and cared ?

Is his hair combed?

A patient who has an abnormal appearance is often too physically or emotionally ill to perform the usual tasks. Thus an untidy appearance is the first clue that the patient may have a problem that could make caring for him more difficult.

Next observe patient postures and ability to move , also take notice about patient skin color and manner of breathing .

It is also important to observe patient sensory capacity , is it in normal limit . Uncertainly movement might indicate that the patient does not see clearly.

The emotional assessment

Simply to enter a radiology department as an outpatient for a very simple radiographic procedure may be anxiety-producing .

R.T is familiar with surrounding area and may not realize why the patient behavior is as it is .

R.T must learn to anticipate and recognize symptoms of anxiety . The anxious person behavior may be very hostile or very aggressive or may be totally unresponsive

Severe trauma or illness may produce a psychotic reaction . This might be display such as speaking with person who are not present , laughing , crying and so on .

As the R.T moves through the rapid assessment process, he must make accurate observations about patient behavior because it will affect his manner of treatment

The R.T must be recognizant of the way in which a patient cultural background affect his acceptance of treatment.



Patient communication

Care providers must first realize that healthcare consumers expect that they will have exceptional communication skills.

Patients need someone to listen to them and provide them with information. And they need to know what is happening to them.

Outstanding customer care requires continuous, effective and efficient communication. However, communication is frequently regarded as a soft skill and is often covered only minimally in the care provider's medical education

Method of effective communication

Verbal skill:

The verbal communication that are used in establishing an open relationship between the health professional and the patient are the basic to the quality of the interaction.

Vocabulary, clarity of voice and even the organization of sentences must be at an appropriate level for the patient.

Humor

The value of humor is well documented. It is acceptable to use humor to relax and open conversation, but R.T must avoid cultural slurs and references to age, sex, diseases and ability to health professional

Eight Principles

- 1. Information should be given in stages and reinforced over time.**
- 2. Information should be tailored to the individual and circumstances.**
- 3. Information should be current.**
- 4. Patients and their caregivers should always be given the opportunity to ask questions.**
- 5. Patients should be given the freedom to decide when they do not want anymore information.**
- 6. Patients should be given explanation of what is going to happen before and after the procedure, the opportunity to review what has happened.**
- 7. Patients should be told that they may have another person of their choosing present when receiving information about a diagnosis or a procedure**
- 8. Patients should be supported in dealing with anxiety sometimes created by greater knowledge.**

