

## *'Medical interview'*

The medical interview is the cornerstone of building trust between the doctor and his patient, gathering information and urging the patient to adhere to and has a therapeutic strength as the first meeting between the doctor and the patient is very important because it gives the important and essential impression in completing and succeeding the relationship between them, and building a bridge of trust and confidence between them. This step is considered one of the communication and communication skills between the doctor and the patient, and this needs training and continuous practical practice and its main axes: -

1- Opening the interview, getting to know the patient and introducing the patient to the doctor.

These require some obligations during reception:

- The necessity of welcoming and good reception as the patient turns to the doctor, and he expects him to receive him well. The doctor must welcome the patient with a clear smile.
- Reassuring the patient, where the patient comes to the doctor while he is afraid and disgraceful, he may sometimes think that he is closer to death than to life or

that his illness is difficult, deadly, or contagious, or affects his work or reproductive strength, so he is anxious and troubled, so the urgent need is in this case, the physician relieves his feelings, taking into consideration the focus on the positive aspects to give hope to himself, and not to withhold important information that may contribute to reassuring the patient and removing his concerns. And to assure his patient of his willingness to help him, to stand by his side and actually do so at all stages, even in cases of incurable diseases.

- Opening a file for the patient

Opening a special file for the patient is an essential step that the doctor must never overlook, and the file includes:

The patient's full name, birth, address, emergency phone numbers and medical condition if he has had certain diseases, or is suffering from other diseases in addition to his blood type, as well as any information he sees The doctor is important in this regard, and the file is paper or electronic, and it is practical for the doctor, his assistant, or employee to prepare the file on a computer so that it can be accessed in the future easily and quickly.

2- Gathering information: The doctor should be a good listener for his patient, sympathetic with him not affected by him, and his mind should be broad for everything that the patient says, and he should not interrupt or rush his patient, and encourage the patient to complete his account of the

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disease and listen to the patient's complaint by verbal and non-verbal communication. The patient says in his own way, and the doctor must be ready to interview his patient and extract the information that helps in the diagnosis and to be calm and confident in himself and his knowledge to give the patient the impression that he is in safe hands, and he feels reassurance.

3- Physical examination, and one of the doctor's most important obligations towards his patient during examination and diagnosis is the following:

- Obtaining patient satisfaction: The doctor should obtain the patient's consent to be examined, given that this is the first step to determining his pain, and the patient may be ashamed to strip his body and examine it by a strange person, however the doctor understands that this procedure is necessary to know the nature of his illness, and the patient's consent must be automatic consent without any threat.
- Choosing the right words when examining the patient: Where the wise doctor chooses the words necessary for the situation, he speaks with phrases or phrases that send reassurance in the same patient, and the physician feels that he is keen on it, "as if the old patient addresses my father, the young patient (with my brother), and the patient child (My son) Whenever the words of the doctor are warm and appropriate, the patient responds to him and helps him in facilitating the

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- examination process. He speaks with tenderness and affection and not in the form of command, and then these warm words bring the desired positive results.
- Accuracy of examination and patient care: The doctor must be careful in examining him, and take care of the patient in order to be familiar with the symptoms and causes of his illness, and this requires spending enough time in the examination process, in addition to focusing on the examination so that it is an accurate examination that is neither urgent nor wrong.
  - Realistic examination manually and technically: the doctor uses his hands in the examination relying on his entire senses in sight, hearing, touching and smelling to examine the patient's body by looking at him and touching the body's heat, as well as using examination tools and techniques, with the help of advanced medical techniques. It is the duty of the doctor to investigate the truth in diagnostic and therapeutic procedures, and to inform patients of appropriate alternatives for diagnosis or treatment in a clear manner.
  - Provide a detailed explanation to the patient about his condition: the doctor must explain to the patient a detailed explanation in order to know the nature of his illness and the reasons that led him to his medical condition so that he does not repeat the commission of the error or errors that caused his disease and it is the

patient's rights to know the causes of his illness in an integrated knowledge, so he is not ignorant of it.

#### 4- Providing medical treatment.

The doctor's obligations towards his patient during treatment include:

- Securing the patient's interest: The patient has a financial, physical, or psychological interest so the doctor must take into account his interest with complete accuracy, so he guides it according to his condition to the cheaper medicine, and to the hospital with the best service and treatment. It is in the interest of the patient to take the least possible number of medications, given their negative side effects, and it is the duty of the doctor to guide the patient to another doctor if it becomes clear to him that he cannot provide the required treatment given his lack of specialization, or that there is another doctor who is more knowledgeable or skilled than him, And don't be embarrassed to offer such moral advice.
- Commitment to comprehensive treatment: the patient's illness may be psychological and physical, and the adoption of the psychological, social and biological approach (Bio psychosocial approach), and the disease may be in two places of the body, and the origins of the medication require comprehensive treatment so it does not treat a subject and neglect another.

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- Warning the patient that they must adhere to the medical and pharmacological instructions: The doctor's duty does not end with examining the patient and determining the medication needed to treat it, but rather he must provide instructions to the patient regarding the use of the medication, its time or its duration.
- Avoid mistake in treatment: Before the doctor chooses the drug for the patient, he must make sure that this is the appropriate medicine for the disease, as he must be absolutely sure that this drug is still the subject of the trust of international medical bodies, and that he did not show serious effects.
- Accuracy in the surgical procedure: The surgical process can go through three stages which are the stage of preparing for the operation and providing the necessary medical supplies, then the stage of implementing the surgical process, and finally the observation stage to observe the patient's condition after the surgery, and in each of these stages, supplies and necessities must be Securing it and paying attention to its proper use, and the medical team that conduct the operation.
- Commitment to follow up on the patient's condition: whether the patient was examined and treated in the doctor's private clinic or in a public or private hospital, the practical necessity requires commitment to follow up on his condition, if he is undergoing the required improvement or if his condition has not improved or has

been subjected to additional abuse, and then The doctor or the follow-up unit must have the patient's phone number or his family for the purpose of follow-up and this concurrent follow-up is useful in two fundamental ways:

First: Knowing the extent of the patient's recovery.  
The second: It is the psychological aspect that the patient feels that there is someone who is keen to follow his condition, so that his spirits are reflected in his immune system.

- Providing immediate assistance: in some cases, the patient may need immediate assistance if he has a wound that is bleeding, then the matter needs to be treated immediately, and the patient may suffer from colic kidneys and needs a sedative needle such as (morphine) so the doctor, whether it is in government hospitals or clinics the drug is provided with a specified amount of narcotic or analgesic material for the purpose of immediate medical use when needed.