

Challenges in Patient Communication: *a Prison Doctor's Perspective*

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Keys to Effective Communication

- Apologize if you kept the patient waiting
- Use the patient's name
- Explain to the patient what you are going to do prior to the examination
- Sit down during the visit
- Touch the patient's shoulder/arm during examination
- Ask open ended questions
- Make appropriate eye contact
- Apologize for and explain any interruptions
- Involve the patient in treatment options

Barriers to Health Education

- Low literacy
- Low health literacy
- Limited access to health information
- Mistrust of medical establishment
- Severe mental illness

Establishing Trust

- Provide community standard of health care
- Show consistency between words and actions
- Set limits
- Establish environment of safety and support during medical visits

Individual vs. Public Health

- Protection of community vs. needs of the individual
- Management of infectious disease
- Community health promotion from behind bars

The Multidisciplinary Treatment Team



Care of the individual in the Institutional Setting

- Right to consent to or refuse treatment
- Confidentiality with limits



Conclusion