HEALTHCARE COMMUNICATION INEFFICIENCIES

Percentage of patients who leave the physician’s office not understanding the doctor’s orders: 50%
Percentage of malpractice suits that name “poor communication” as the cause: 13–21%
Average number of questions a patient asks when meeting with a physician: 0–2

DR. MELINDA VILLAGRAN, a professor in Texas State’s Department of Communication Studies, researches ways to improve the flow of information between healthcare professionals and their patients. Her goal is to break through the cultural, occupational or personal barriers that restrict patients’ access to medical advice while providing physicians with the tools they need to be stronger communicators.

Navigating the intricacies of healthcare information can be difficult, but Villagran’s research helps pave the way to better communication.

COMMUNICATION IS A TWO-WAY STREET.
When it comes to information about health, one wrong turn can cost time, money and even lives.

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