**Fundamental needs of patients**

- Trustworthiness
- Satisfaction
- Reliable skill
- Respect for identity

- **Cooperation with mutual understanding**
  - Share medical information with reciprocal communication

**Change of consulted numbers by telephone**

![Graph showing change of consulted numbers by telephone from 1990 to 2005.](image)

**Comparison of Itemized counseling issues in 2004 and 2005**

<table>
<thead>
<tr>
<th>Issue</th>
<th>2004</th>
<th>2005</th>
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<tr>
<td>Consultation with physician</td>
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**Complaints of distrust in medical care**

- Consultation items: Complaints against the doctor
  - Haphazard attention
  - Does not listen to what the patient says or feels
  - Inadequate explanations
  - Verbal abuse or invasion of privacy
  - Unacceptable results

**What is COML?**

- Patients: People who use medical service
- Consumer Organization for Medicine & Law
- Patients participate actively in medical treatment

- Motto: Be a smart patient
- Communications between patients and medical staffs

**NPO (Non-profit Organization)**

- Consumers who use medical service
- Nursing care insurance
- Medical expense satisfaction
- *Haphazard attention*
- *Unacceptable results*
- Respect for identity
- Verbal abuse or invasion of privacy

**Sasaei Iryo Jinken Center**

- Yoshiko Tsujimoto
- Number: 1 to 4
- Consultation items: Complaints against the doctor
  - Haphazard attention
  - Does not listen to what the patient says or feels
  - Inadequate explanations
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**Organization for Medicine & Law**

- Patients: People who use medical service
- Consumers who use medical service
- Medical expense satisfaction
- *Haphazard attention*
- *Unacceptable results*
- Respect for identity
- Verbal abuse or invasion of privacy

**Consultation items: Complaints against the doctor**

- Haphazard attention
- Does not listen to what the patient says or feels
- Inadequate explanations
- Verbal abuse or invasion of privacy
- Unacceptable results
Unexpected Result

"What do you want next?"
- True story
- Apology
- Repayment
  (Settlement in or out of court)
- Punishment for doctors
- Complaint to doctors
- Alternative

Patients' Thought

Communications
- (Tell - Elicits)

Independent and Maturity

Supportive system
- (‘I am glad to meet this person’)

The deep divide and cultural differences between patient and doctor

Communication
- With hesitation
- With determination

Premises of the discussion

- Freedom
- Respect

Expressed the concepts and level of understanding
- Knowledge
- Emotional

Premises of the discussion

- Freedom
- Respect

Expressed the concepts and level of understanding
- Knowledge
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Issues on end of life care

1. Confirm patient’s will
   - Informed consent
   - Living will
2. There is no mutual understanding of terms
   - “Euthanasia” - “Death with dignity”
3. Families must be included in the discussion
4. Japanese style informed consent
5. Allowing changes in the Will
6. Practice team medicine instead of one physician’s decision
   - ex. Kawasaki Kyodo Hospital

Informed Consent

- Information flyer
- Informed consent
- Questions/affirmation
- Convinced

Important discussion topics according to age group

Elderly
- Kindness, Courtesy, Gentleness, Empathy
- Communication

50’s to 60’s
- Information based on evidence
- Person-to-person relationship
- Communication

30’s to 40’s
- Right Answer and Perfection
- Availability

20’s
- More comfortable
- with defined instructions
The Doctor

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