

# ***Doctor-Patient of Communication Activities and Models in Free Consultation of Orthopedic Hospital***

## ***Prof. DR. R. Soeharso Surakarta***

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**Abstract**—The study of entitled " Doctor-Patient of Communication Activities and Model in Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta "aims to find out how the effectiveness of doctor-patient communication by digging information in the implementation of free consultation on activities How the patient's attitude; What factors support the physician-patient communication activity; What mediums are used in doctor-patient communication activities; Model and form of physician - effective patient communication for consultation activities.

Communication activities between lecturers and patients is a direct communication activity, so the interpersonal communication theory approach is used to further examine the patient attitude factors that support the consultation and media activities used in the consultation activities, while the S-O-R model is used for examines how the consultation process can be understood by the patient as a result of a health consultation delivered by a doctor.

This study used descriptive analysis method with a sample of 97 respondents obtained through a questionnaire that was distributed during the free consultation of doctor - the patient took place in the car free day event. The results of the study were as follows: The average patient was female (70.1%) with age range between 50-60 years (39.1%); A total of 87.79% indicated supportive or positive response to free consultation activities undertaken by Dr. Orthopedic Hospital. R. Soeharso Surakarta;

Factors that support the doctor-patient communication activity in the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta, is the empathy factor of doctors in serving patients that is 85% and the openness between doctor and patient is 73,4%; Media used in doctor-patient communication activities at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta is a consultation paper; Communication model using S-O R model approach; A model that can illustrate how health-related policies can be implemented to prospective patients / patients and results can be understood or evaluated in their follow-up.

The Conclusion , that the Activities and Model of Doctor-Patient Communication at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta, responded positively by the user community especially the age of fifty years and above,

and with approach model S- O-R can know how effectiveness of communication activity between lecturer and patient.

**Keywords**—*Interpersonal Communication, Health Communication, Doctor-Patient Communication, S-O-R Models.*

### I. INTRODUCTION

Since BPJS (Badan penyelenggara jaminan sosial) must be owned by the entire population of Indonesia, almost all hospitals and health care centers are flooded by patients using BPJS facilities. Based on data from the Ministry of Health in 2014, the ratio of doctors serving patients is 40 doctors versus 100,000 population, (<http://www.depkes.go.id/index.php?> Accessed on July 14, 2016 at.06.54 am)

Based on data from BPS (Central Bureau of Statistics) in 2014-2015, the population of Indonesia is about 254.9 million inhabitants. When compared to the ratio of doctors who serve patients, it can be imagined how the workload of the doctors in serving patients according to Ministry of Health standards, which is certainly not in accordance with the ratio that should be. As a result, the doctors are not maximized in providing services and health consultation

Herqutanto et al has confirmed, in his article "Knowledge and Communication Skills Patient Doctors and factors that influence him that doctors in communicating patient doctors in Indonesia has not been much studied ; In the same context, conducted research by Kim et al. (In Basuki) to family planning officers at puskesmas who provide counseling to patients indicates that the communication skills of the officers is not good. The main disadvantage shown in the counseling process is that the officer dominates the consultation, does not provide an opportunity for the client to provide answers at length because in general the question posed is a closed question. In addition, officers also show little attention to the client. (J Indon Med Assoc, Vol. 61 (5) , on May 2011)

Related with the phenomenon of the Orthopedic Hospital Prof. Dr. R. Soeharso held a Free Consultation every Sunday at CFD Jalan Slamet Riyadi, Surakarta. In these activities, the patient can consult about any kind of illness or health problem to a doctor on duty free of charge.

Research conducted by Afifah (2015) about to effective Communication, "Free consultation activities conducted Orthopedic Hospital Prof. Dr. R. Soeharso is one of the communication activities conducted face to face (face to face), where the communication activity between doctor and patient is done directly. Thus, the patient is made easy to submit the complaint of the illness and accelerate the doctor to give diagnosis of the disease and how the solution. (Biomedica Journal Vol.8(2) , 2016)

From the aspect of Standard Operating Procedures (SOP) relating to the health services of doctors to patients, of course Free Consultation activities are conducted in accordance with the conditions and situations; Such as place, atmosphere, time and facilities and infrastructure.

This is confirmed by one of the specialist doctors Orthopedic Prof. Hospital. Dr. R. Soeharso Surakarta, that is dr. Hitaputra Agung Wardhana, Sp.B., FINACS, which stated that, "Physical examination in Free Consultation activities has limited tools and space. Its outdoor location makes it impossible for physicians to physically examine parts that are deemed unfeasible to open in public, as it would violate the norms and rules of society. Checking tools will also not be as complete in the hospital, so examination of patients for certain cases cannot be done thoroughly. ( Biomedika Journal vol.8(2) 2016).

Further, dr. Hitaputra asserted that in a doctor-patient communication activity in Free Consultation, doctors only arrive at the stage of initial diagnosis of the patient's illness. For special cases, further examination (further physical examination, lab tests or other means of checking) is required to arrive at the final diagnosis.

Thus, the communication activities that exist between the doctor and the patient on the free consultation activities are interesting to investigate. Starting from how communication activities that take place in a free consultation in the perspective of interpersonal communication activities, which include attitudes, factors supporting interpersonal communication, and the media used during free consultation activities take place

Communication activities between physicians and patients, in general is an interesting activity, because the role of the Doctor as a communicator, in addition to mastering the field of medicine should also be able to communicate well to patients. According to Alo Liliweri (2013: 47) communication activities conducted between physicians and patients, "is the process of developing or distributing health messages to specific audiences with the intent of influencing their knowledge, attitude, beliefs of healthy behavior".

Then according to Arianto (2015) The ability of a doctor to have the skills to communicate well to his patients is to achieve a number of different purposes. There are 3 (three) different purposes of communication between physicians and patients, namely: (1)creating a good interpersonal relationship,

(2) exchange of information, and (3) medical decision making.

Thus, the physician and patient communication activities then in the free consultation activities, interesting to be examined through the approach of interpersonal communication and health communication; To further be able to find model and form of effective health communication in consultation activity of doctor and patient.

### **Formulation of the problem**

Based on the exposure to the introduction, then the formulation of the problem in this study are: How Model effective doctor-patient communication model used in Free Consultation Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta? ",then to know aspects that support of communication activities on the background of the problem, then the problem can be identified as follows:

1. How is patient attitude (Car Free Day visitor) in doctor-patient communication activity in Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.
2. What factors of mine support the doctor-patient communication activity at the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.
3. What media are used in doctor-patient communication activities at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.

### **Research purposes**

- a. To know, how the attitude of the patient (visitors Car Free Day) in doctor-patient communication activities at the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.
- b. To know what factors I support doctor's communication activities patient at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.
- c. To find out, What media are used in communication activities doctor-patient at the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta

## **II. LITERATURE REVIEW**

Relating the issues of "Doctor-Patient Communication Model Model at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta ", it is necessary to study the theories and opinions of some experts and research who have tested the validity of the theory. Furthermore, to obtain an objective analysis result, conducted a study through reference that supports and strengthens the arguments obtained from field data.

The concept of interpersonal communication according to Julia T.Wood (2000: 17), "Interpersonal Communication, which Deals with Communication Between People" is a major study in analyzing aspects related to communication activities between physicians and patients, also to know how the attitude of patients in Free Consultation activities at Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta conducted face-to-face

This is explained by Larry L. Barker (1987:125) as "Interpersonal communication is a function of the physical

self, the emotional self, the intellectual self, habits, and private versus public situations.”

Based on that opinion, it can be concluded that interpersonal communication activity can lead to mutual understanding between people, where the physical, emotional, knowledge, and habits of each individual function in accordance with the situation when communication takes place. It is affirmed by Joseph DeVito (2010: 252-253) that "Interpersonal communication is communication that takes place in two people who have a clear relationship, involving communication components, and is characterized by three factors: personal data, knowledge of the other person, And the rules of interaction set by the perpetrators. "

The three factors presented by Joseph DeVito are also used to analyze and examine the second problem, ie what factors support the doctor- patient communication activity in the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta; While the Personal Media approach is used to analyze and examine the third problem, which is any media that is effectively used in the activities of doctor-patient communication at the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta.

According from Joseph Straubhaar & Robert LaRose (1997: 8) explains that interpersonal communication activities are conducted face-to-face, emphasizing conversation and body language, the media used directly ie telephone, e-mail, or social media.

In free consultation activities, communication activities are conducted directly (interpersonal communication), then the use of direct media to provide understanding to patients about health information less likely. Given the situation and conditions when the activity takes place in an open area, so noise (noise vector) effect on communication effectiveness during the activity.

Communication activities between physicians and patients, mostly done face-to-face; thereby the approach of communication theory in accordance with the activities of face to face communication focused on aspects of the relationship between humans through psychological and human relations approaches; communication model between persona that focuses on psychological aspect and human activity when communicating, is S-O-R theory. The S-O-R theory stands for Stimulus- Organism-Response, which includes the components of attitude, opinion, behavior, cognition, affection and conation. (Onong Uchjana Effendy, 1993: 254).

Implementation for Stimulus - Organism - Response, is when the doctor provides consultation, it is expected that there is a match between the health message delivered by the doctor to the patient and the reaction received by the patient to the health message; after the health message can be understood and accepted by the patient, then there is willingness in the patient to change the attitude of both cognition, affective and conasi.

### III. RESEARCH METHODS AND DATA COLLECTIONS

In line with the issue of "How to model an effective doctor-patient communication activity used in the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta? ", The descriptive method is used, that is the problem-solving procedure by describing the object of research on the present state based on facts as they are, then analyzed and interpreted, the form is survey and development study (Siregar, 2013: 8).

Technique of data retrieval is done by deep interview through a number of questions in the form of questionnaire and group discussion which focused on research problem. To obtain a more in-depth interpretation and complete cross-check of both data.

In this study, the population is the visitors CFD on Jalan Slamet Riyadi, Surakarta, who went to the Free Consultation of Orthopedic Prof. Dr. R. Soeharso. Due to the limited cost, energy, and time, the researcher takes samples from the existing population and by using the formula:

If  $\sigma$  is unknown, use 0.25 (for  $n \geq 30$ ). The desired confidence level of the researcher is 95% with error estimate  $\mu$  less than 0.05, so the calculation is as follows:

$$= 0,05 \text{ dan } Z_{0,05} = 1,96$$

$$= \frac{1,96 \sqrt{0,25}}{\sqrt{2}} = 96,04$$

The number of samples that will be used by researchers is as much as  $96.04 \approx 97$  people will give the difference of estimation  $\bar{X}$  with  $\mu$  less than 0.05 (Riduwan, 2004: 66). Furthermore, by using simple random sampling technique, visitors of Car Free Day (CFD) who attended the Free Consultation of Orthopedic Prof. Dr. R. Soeharso, given questionnaires in accordance with the variables in the activities of interpersonal communication, which is related to attitudes, factors, and media used in personal communication activities.

### IV. RESULT AND DISCUSSION

The results of a four-time study of Free Consultation, commencing from 31 January 2016 to 21 February 2016, can be seen that visitors of Car Free Day (CFD) who attended the free consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta: 70.1% are female and 29.9% are male, with age <20 years of 5.1%, age of 20-30 years are 7.2%, age 31-40 years 11.3%, age 41-50 years as many as 27%, age 51-60 years as much as 39.1%, and age > 60 years as much as 10.3%.

Based on these results, it can be concluded that visitors of Car Free Day who come to free consultation of Orthopedic Hospital Prof. Dr. R

Soeharso Surakarta is mostly women with an age range between 51-60 years.

This is confirmed by the results of research on osteoporosis disease in Indonesia, which disitat from (<http://www.alodokter.com/osteoporosis>; Accessed on August 6, 2016 at 2.03 pm ). In Indonesia, as many as 23

percent of women aged 50- 80 years and 53 percent of women aged 70-80 years suffer from osteoporosis, based on research results in 2006. The risk of women suffering from osteoporosis four times greater than the risk in men.

Furthermore, from the results of research that aims to determine "Patient Attitude in Doctor- Patient Communication Activities at Free Consultation Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta ", in this attitude is implied in the form of visitor response to the existence of these activities. The result of 87.79% shows the attitude of supporting free consultation activities conducted by Dr. Orthopedic Hospital. R. Soeharso Surakarta.

While the factors that support the doctor- patient communication activities in the Free Consultation Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta is 85% of physicians serving patients with empathy, shown by a friendly and patient doctor's attitude in listening to patient complaints during consultations.

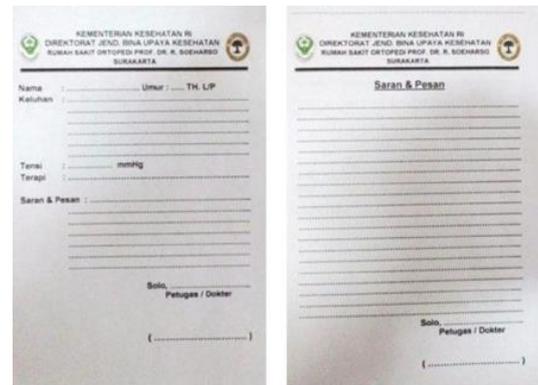
Furthermore, the level of openness between doctors and patients during the consultation activities that took place that is 73.4%, by conveying information clearly and easily understood, and discuss matters relating to patient complaints.

Factors of support the consultation activities of doctors and patients is one of the activities included in the list of points of counseling described by prof. Dr. Endang Basuki, MPH on Effective Communication Training in Auditorium Room of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta on November 21 , 2015.

On the medical checklist list is explained that at the first meeting between the doctor and the patient, the doctor should introduce himself and inform his role. In addition, doctors should also reexamine the patient or family understanding of what is being said. By cross-checking, the doctor ensures that the patient returns in a state of well- informed understanding of the information conveyed and discussed during the consultation.

Furthermore, the media used in the doctor- patient communication activity at the Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta is to use a consultation paper, a paper containing advice and messages given by the doctor to the patient during the consultation. The paper is also used as a reference when patients require further examination by using tools and rooms that provide more privacy during examination.

**Picture: Consultation paper**



Free consultation activities between lecturers and patients, galibnya is a form of interpersonal communication, which emphasizes the aspects of humanities and psychological, considering the activity is done in the arena of the situation and condition less provide the atmosphere of privacy in patients (visitors car free day); and the embodiment of S-O-R theory (stimulus - organism - Response (effect) in this free consultation activity as follows:

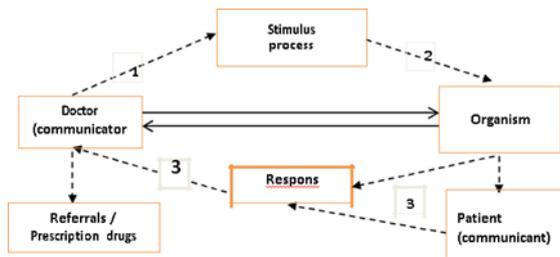
- First, the doctor as a communicator provides a stimulus in the form of information related to bone health and explain or provide answers to paisein complaints;
- second, the stages of the Organism when the patient complains or questions to the doctor, then the doctor gives an explanation of the patient's complaints and answer patient questions; so that patients better understand what is delivered by the doctor; then the doctor gives the patient a chance to discuss what the patient complained about;

third as stages of the response emphasize the effects it produces in particular, in this case related to bone health problems; the implementation of the patient provides a response or behavior in accordance with what is submitted by doctors related to bone health or patients get clarity of information and exit of complaints and questions submitted to the doctor; Furthermore, after obtained a positive response from patients or patients understand what has been described by the doctor, if needed then the doctor provide referral letter or prescription obat2an that can overcome the patient's complaints.

Based on the above explanation, the effective communication model conducted in the consultation of physicians and patients, is a model that can illustrate how health-related policies can be implemented to prospective patients / patients and the results can be understood or evaluated for follow-up.

Based on the exposure, the communication model between physicians and patients in consultation activities can be described as follows:

**Picture : Communication Model between Doctor and Patient**



## V. CONCLUSION

In line with the study entitled "Doctor- Patient Communication Activities at Free Consultation of Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta "as well as based on the results of research and discussion, it can be concluded that in the consultation activities of the largest enthusiasts are women with a range of age between 50 years to 60 year; total of 87.79% indicate supportive or positive respons to the free consultation activities undertaken by RS Orthopedic Dr.R.Soeharso Surakarta.; Factors that support the doctor-patient communication activity in the RS Free Consultation Orthopedic Prof. Dr. R. Soeharso Surakarta, is a factor of Empati doctors in serving the patient is 85% and the openness between the doctor and the patient amounts to 73.4% ; and Media used in doctor-patient communication activities at Free Consultation Orthopedic Hospital Prof. Dr. R. Soeharso Surakarta, mostly using paper consultation.

The positive response from the community to the free consultation activity shows that people are beginning to realize the importance of maintaining bone health, with the support of doctors who are patient and personally approaching, so this kind of activity needs to be done routinely.

Furthermore, an effective communication model carried out in the consultation of physicians and patients, is a model that can illustrate how health- related policies can be

implemented to prospective patients / patients and the results can be understood or evaluated in their follow-up.

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