

Ethics of the Relationship between the Medical Professional and the Patient System

Babaeva Gulnozaxon Latibjonovna

Assistant of the chair "Uzbek language and literature" At Andijanmachinebuilding institute

Abstract: This article discusses medical discourse between medical staff and patient and medical ethics, language norms, patient vision, keeping the communication process normal, forming a positive impression on the patient through the use of medical professional skills, revealing the key to medical ethics.

Keywords: medical attitude, medical discourse, medical, speech norms, degradation, euthanasia, medical ethics, context of situations, hypochondriasis, psycho-emotional stress.

The peculiarity of the tasks of medical workers is that, unlike other types of human activity, problem-solving, the nature of the human mind, the depth of emotions, the intensity of psycho-emotional stress, there are no other simple, ie no health problems. It must also vary from person to person. This condition primarily informs the medical staff and the need to provide medical care at the patient's head.

A patient who is not indifferent to his or her own health and life can seek help from a doctor as much as possible. He wants to be sure of the high qualification of an educated medical worker, but also of his decency, honesty, kindness, compassion, sensitivity and responsibility. Therefore, since ancient times, the requirements for the moral and ethical qualities of medical workers in society have changed. The health worker assumes ethical responsibilities to the patient, the community, and colleagues.

Health professionals are required to be sensitive, responsive, compassionate, sincere, careful, and attentive in their day-to-day work. Caring for critically ill patients requires a great deal of patience, kindness, and compassion from the medical staff. The main responsibilities of a health worker are fourfold:

1. Health promotion;
2. Disease prevention;
3. Restore health;
4. Relieve pain.

Physicians must respect the identity, life, dignity, and human rights of every patient, regardless of nationality, race, creed, skin color, age, gender, political beliefs, or social status. The health care provider should maintain the highest level of medical responsibility possible in a given situation. A doctor's professional character, high medical discourse, and medical speech skills and abilities, which create a good reputation for the profession in the performance of his / her professional duties, determine his / her professional level.

The duty of the medical staff is to ensure that each medical professional performs his / her professional duties competently and diligently, as provided for in the norms of ethical, ethical and legal regulation of medical activities.

From the first meeting with patients, the physician's high level of communication culture is important in arranging a meeting with patients in a way that has a positive impact on the subsequent stages of the treatment and diagnostic process. The first impression affects all subsequent appointments, so the medical professional should behave in such a way that in the process of communication the patient is portrayed as a sincere, attentive, knowledgeable person. The subsequent relationship with the patient, whether he trusts the medical staff or not, depends on the above.

A health worker is obliged to adhere to the rules of medical ethics in a certain environment, both in the profession and in medical relations with patients. The rules of medical ethics are based on medical deontology. In medicine, ethics is closely related to ethics and deontology.

There are two sides to the medical discourse process:

- Medical relationships in the work community;

The relationship between the health worker and the patient.

Establishing and maintaining a high level of medical relationships in the workforce is critical. A healthy medical attitude in a team includes such priorities as strict discipline, continuity in the treatment and care of patients, protection of the position, the authority of the leader in the position, the formation of a healthy environment in the team .

Medicine is a complex science that covers the entire life of a person. The main aspect is not only the discovery of new diseases by scientists and methods of their treatment, but also the professionalism of medical staff. Physicians are a multidisciplinary storehouse of knowledge, some of which includes professional ethics and some of medical discourse rules. He has to put it all into practice. So what are the rules of medical discourse?

Rules of professional culture in medicine:

1. There are many aspects of professional speech norms, including job responsibility, honesty, self-esteem and community attitude, evaluation and responsibility for the results of work performed, and verbal and nonverbal attitudes toward each patient.
2. The speech norm of professionalism is a set of speech norms that determine a person's attitude to his professional duty.
3. Violation of the rules of speech and speech ethics leads to the degradation of the human person.

"The simplicity of the doctor's behavior is one of his invaluable qualities" - DI Pisarev.

The rules of medical discourse include all components of professional speech norms aimed at improving human health and quality of life. - The whole part of medical deontology is the culture of speech, etiquette that a doctor should follow.

Hippocratic oath

Conscious use of medical discourse and ethics is a noble attribute for a healthcare professional. The future doctor-student, who graduated with honors from medical school, will enter the professional life after reading the Hippocratic Oath at the ceremony.

The essence of the oath is to follow 9 ethical principles:

- loyalty to the community;
- not to harm human health;
- care for the patient without problems;
- patient care;
- respect for life and non-use of euthanasia;
- disrespect for abortion;
- Negative attitude towards intimate relationships with patients;
- personal and professional development;
- Important: Medical.

Physician Code of Ethics

Medical deontology, or physician etiquette, is the teaching of the moral and ethical aspects of the medical professional. These include:

- appearance;
- treatment of patients;
- professional behavior in society;
- Relationships with colleagues.

Appearance: The ability to follow the rules of etiquette and use the acquired knowledge impresses the doctor as a qualified specialist.

The attitude of the medical staff towards the patient is closely related to the patient's health. It should not endanger the patient, it is important to take into account the views of the patient when choosing a doctor. It is important to provide accurate information about the patient's health and treatment principles. If a doctor is unsure of his or her knowledge and skills, he or she has the right to refuse assistance. However, he must provide a fully qualified professional.

The role of the doctor in society: The most important requirements of the society to the doctor are a conscientious attitude, lack of personal interests and superstitions, the provision of free and trouble-free care to vulnerable groups and communities. The physician must be humane and compassionate, taking full responsibility for decision-making before society as a whole, including himself.

Relationships with colleagues: After the "Hippocratic Oath", the doctor must respect the teachers and the team. Medical ethics and all other medical debates should be limited to seeking collegial and compromise solutions. Of course, a qualified doctor has the right to share his experience with young practitioners.

Rules of Ethics and Medical Communication in the Professional Practice of the "Nurse": The Role of the Medical Nurse According to the Code of Ethics, the speech and ethical aspects of a nurse do not differ from the rules of medical ethics. The role of the nurse is not only to conscientiously perform therapeutic manipulations, but also to establish a trusting relationship between the nurse and the patient. Kindness, good looks, careful care of a critically ill patient, and proper communication with the patient are important in determining a nurse's authority.

Medical secret: the doctor is obliged to provide complete and reliable information to relatives about the condition of a critically ill patient. At the same time, he must keep medical secrets and not interfere with the personal space of the patient and his relatives. It is no exaggeration to say that the use of compassion, patience and impeccable courtesy, focusing on medical ethics and language norms, reveals another aspect of a doctor's professionalism. If a patient is in a critical condition and does not receive medical attention, the doctor must maintain his condition and maximize the quality of life. So there should be no question of euthanasia. In addition, in our country it is punishable by law.

Medical ethics is the strict regulation of the relationship between the physician, the community, and the profession and the patient. By taking the "Hippocratic Oath", a person with a medical education must prove his or her skills throughout his or her life.

Communication of the medical staff with the patient. The features of communication emphasize the basic and general rules that require compliance, regardless of the profile of the medical institution, in the consideration of the rules of conduct, ethics, medical speech of medical personnel.

The relationship between doctor and patient is central to any medical practice. Particular attention should be paid to elderly patients and children. The doctor's or nurse's treatment of a child, an adolescent patient, and an elderly person, or even a patient with the same disease, should be completely different, depending on the age characteristics of these patients. Hardy expressed his views on forming a "doctor, nurse and patient" relationship.

The purpose of the communication between the health care professional and the patient is to provide medical care. Therefore, the role of communication in the system of interaction between the "physician and the patient" is important. However, the interest in such a relationship must be of interest not only to the patient but also to the medical professional. The health worker should not be limited to helping the patient, as this is his profession and his choice depends on his motivations and interests.

Communicative competence is necessary for effective and conflict-free communication between the medical professional and the patient. The ability of a medical professional to establish and maintain the necessary relationships with people can be seen as a system of internal resources needed to establish effective communication over a period of time.

The context of the impact situations. It is important to note that communicative competence is important when a physician needs to be consulted to help a patient. Most importantly, failure to communicate with at least one party can disrupt the diagnostic and therapeutic process. It is a negative thing that a medical professional cannot establish a medical relationship with a patient and does not want to establish an effective communication with the patient.

I have the following conversations;

"Contact Masks" - official communication. The nurse uses the usual attitude, which is politeness, humility, compassion, and so on. If the patient does not feel well during the complex examination, in which case the doctor should once again demonstrate professionalism by finding and explaining to the patient the use of contact masks.

- Evaluation according to the level of "need". It is the active communication between doctor and patient. This type of communication can take place within the framework of the manipulative flow between the doctor and the patient, in the presence of any privileges (e.g., sick leave, certificate, official expert opinion, etc.) when consulting a doctor.
- Spiritual conversation; raising any issue allows you to share your thoughts and answers closely.

Manipulative - a special method; - There is a manipulation technique called "hypochondriasis of the patient", the essence of which is to express the doctor's opinion on misunderstandings about the patient's health.

The purpose of such manipulation is to make the medical professional want to avoid responsibility when the patient's health deteriorates unexpectedly, leading to the failure of the treatment. The fact that the doctor also needs extra help from his profession means not only loyalty to the patient, but also to the profession.

Many experts today are discussing the word "sick" in combination, mainly because it emphasizes the need to remove the concept of "sick" because the term "sick" has a specific meaning. YA is thought to act as a psychological burden on the patient. To address sick people: "How are you, sick person?" cannot be referred to as. It is possible to address the patient by name and father's name, especially if the sound of the name is psychologically comfortable for him or her, calling him or her with kind words based on the doctor's psychology in order to cheer the patient up gives the patient psychological strength. After all, there is a saying among our people: "The tongue is sharper than a knife." Dealing with the patient during treatment is the most important element of the treatment process. Successful communication between patient and doctor, mutual understanding is an art to be learned. In fact, the right tactical actions of the medical staff can lead to a speedy recovery of the patient.

Upon entering the hospital environment, the patient's life stereotype changes, he acquires a feeling of nostalgia, loneliness, fear, which arises not only from the disease itself, but also from isolation from home, family, colleagues, everything, and he the situation is not unfamiliar to all of us.

If the nurse looks clean, tidy, beautiful and polite in the hospital, it means that the patient calms down, respects the medical profession, establishes a positive mood, and at the same time has a beneficial therapeutic and psychological effect. 'rsatadi.

Clothing, facial expressions, and demeanor reflect some aspects of a health care provider's personality. Depending on the personality traits of the health care provider, in particular, the patient's attention, care, and high level of politeness allow the patient to feel confident in the caregiver.

One of the foundations of therapeutic activity is the ability of the healthcare professional to understand and listen to the patient. It helps to diagnose the disease and has a beneficial effect on establishing a psychological connection between the health worker and the patient.

It is also important to pay special attention to the fact that the patient has a chronic disease in the process of communication with the patient. In the therapeutic and other departments there are patients with various organ and chronic diseases: cardiovascular system, gastrointestinal tract, respiratory system, kidney and diabetes, etc. Often, their illness is chronic and requires long-term hospital treatment. This also affects the relationship between the health care provider and the patient. Some time away from normal professional activities and family can cause various psychogenic reactions in a patient.

Psychogenesis can exacerbate the underlying disease, which in turn complicates the mental state of patients. In general, when patients with chronic diseases of the internal organs are heard in the therapeutic departments, it can be observed that the aggravation of the primary disease occurs mainly after they have entered a strong psychogenic state. Most of the patients in the hospital are healed by the kind words and kind treatment and care of the doctors. However, due to the "nice" treatment of some medical staff in the hospital, "as if without rice", the patient's self-confidence decreases due to strong psychogenicity, and as a result, his mental state leads to secondary disease. The treatment process is ineffective. Patients' confidence in medicine can be severely compromised. Establishing psychological communication, especially with elderly and elderly patients, is a very complex and responsible task that requires special skills, great attention and patience.

Elderly patients are characterized by psychological dominance such as the passage of life, approaching death, melancholy, loneliness, weakness, and include hearing, vision, memory, decreased interest, increased sensitivity, weakness, as well as the ability to self-serve. age-related adverse changes such as decline, as well as an age-related interpretation of the disease, lack of motivation for treatment and recovery.

Deontological tactics in dealing with elderly patients include motivation to be polite, to have a nice conversation, to treat the patient with kind words, and to focus on physical activity and recovery

The communication of the medical staff with the patient is an important element of the treatment process. In the treatment of elderly patients, the doctor uses more unusual conversations than the usual conversations, that is, caressing - "Haji mother (or Haji father), how are you?, Did you have a good rest ?, Today you are in a very good mood and look." is one of the most important initial factors of treatment. Compassion is the key to working with a patient. You need to be able to put yourself in the patient's shoes and see the world through his eyes. Of course, older patients like nice words and caresses, because as they get older, they need sweet words like a young child. In the treatment of elderly patients, the treatment process is effective if it is cared for, evaluated and paid constant attention.

When health care providers show that they understand the plight of critically ill elderly patients, older patients are assured that their complaints have been heard and recorded in the health care provider's mind. While the nurse was examining his condition with critically ill elderly patients, he expressed his sympathy to the patient by shaking his head and stroking his hand, not in words, to express the state, "I hear and understand you, I am always by your side." awakens hope for life.

A very important point in the work of a health worker is to understand the patient, to support him, to adapt to the treatment, regardless of the age of the patient. This is the basis of a medical professional's medical work.

Differences in the views of the health worker and the patient determine their social role in life. The doctor first identifies the objective symptoms of the disease based on his personal experience, and then slowly begins to get acquainted with the patient in the process of communicating with the patient's medical history. During communication with the patient, the doctor examines the objective and subjective factors of the disease and recommends further diagnostic tests.

The doctor will earn the deep respect of the patient with his recommendations for his diligence and dedication to the care of the patient.

There are millennial values, customs, beliefs and traditions of our people, which are highly valued and respected by our nation. One of our habits is to visit a sick person. Of course, this also has its own rules and regulations.

Our sacred religion calls people to kindness, goodness, and compassion. One of the greatest virtues of gratitude is the mercy and compassion shown to the weak and the sick, as our religion shows. It is narrated on the authority of Abu Hurayra that the Prophet (peace and blessings of Allaah be upon him) said: Surely Allaah will say on the Day of Resurrection, he says. The man said, "Lord, how can I go to see you? Are you the Lord of the Worlds?" he says. He said, "Do you not know that my servant became ill? You didn't go to see him. If you had gone to see him, you would have found me with him." To say, "You would have found it in My presence," is to say, "You will have the reward of that."

It is known that the disease makes a person sad and weakens his limbs. In this situation, the human child needs mercy more than ever. Our religion commands us to be aware of such illnesses, to lift their spirits, and to alleviate their pain a little.

According to another narration, the Prophet (peace and blessings of Allaah be upon him) went to see Salman al-Farsi when he was ill and said, "There are three qualities in this bed of yours. Reminder from your Lord, purity and expiation for your past sins, the prayer of the sick is obligatory, pray to Allah as much as you can."

Islam is not limited to showing kindness to the sick, but considers visiting it as one of its rights over its other brethren. According to the hadiths, five things are the rights of a Muslim: to greet his brother, to respond when he is greeted, to go when he is invited, to visit when he is ill, and to attend his funeral.

The patient is usually greeted with an open face, a warm greeting, and a greeting. This is the best way. If you have a problem, it is best to help or bring a small gift. The patient is placed closer to the bed, if possible, on the side of the head, and the patient's head, eyes, forehead, limbs are caressed, and words are spoken that lift the spirits with kind words. He is told that the pain is temporary and that the illness is a blessing from God, and he prays for healing. His face is not looked at carefully, he is not spoken loudly and loudly. The patient does not like noise. When you go, speak in a low voice, with a smile, and sit less in front of it so you don't get bored. It is impossible to talk about the disease, to recommend what you do not know as a medicine. There is an opinion among our people that they do not go to see the sick in the evening. Because the pain increases during this time, the patient may be tired and restless. When a patient wakes up from a visit, he or she is comforted by praying for him or her, saying, "God willing, you will recover quickly," and "Pain is a guest, and you will still be healed and become like a horse."

Unfortunately, this perspective often causes us to become overwhelmed when it's time to start a project. Sometimes embarrassing situations arise because we are uneducated, ignorant, or lacking in understanding and culture. Just as five hands are not equal, so are people. Someone goes to a sick person because he is worried about his condition, out of pity, or to cheer him up, and then someone goes to find out how sick he is.

Visiting a sick person gives the sick person emotional support, makes him happy that he has value in the eyes of his friends, and increases his desire to live. Elevation of the patient's mood helps to overcome the disease. At the same time, a thoughtless word can aggravate his pain, or, conversely, an uplifting word can bring him back to life.

It is known that a sick person should not eat fatty, thick, dough or fried, soups, alcoholic beverages. But often when we go to see a patient, we forget that he is on a diet. Instead of trying to recover, they wallow in their sadness and thus, experience more failure. We don't consider how harmful these products are to the patient.

Patients with serious illnesses or who have undergone surgical resection do not like noise. There are 3-4 people who see the patient and they all want to go to him at the same time, although it is said that it is impossible, some do not want to understand.

So, as with anything, it's important to keep in mind the norm in this delicate matter. Seeing a sick person is not a sign of coming to him, but a wish to heal and support him when he has a fever. This visit should not aggravate the patient's condition, but lift his spirits.

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