

Doctor Patient Communication

1. Communicating with the woman (and her companion)

- a. Make the woman (and her companion) feel well.
- b. Make the woman (and her companion) feel welcome.
- c. Be friendly, respectful and non-judgmental at all times.
- d. Use simple and clear language.
- e. Encourage her to ask questions.
- f. Ask and provide information related to her needs.
- g. Support her in understanding her options and making decisions.
- h. At any examination or before any procedure: seek her permission and inform her of what you are doing.
- i. Summarize the most important information, including the information on routine laboratory tests and treatments.
- j. Verify that she understands emergency signs, treatment instructions, and when and where to return. Check for understanding by asking her to explain or demonstrate treatment instructions.

2. Privacy and confidentiality

In all contacts with the woman and her partner:

- a. Ensure a private place for the examination and counseling.
 - b. Ensure, when discussing sensitive subjects, that you cannot be overheard.
 - c. Make sure you have the woman's consent before discussing with her partner or family.
 - d. Never discuss confidential information about clients with other providers, or outside the health facility.
 - Organize the examination area so that, during examination, the woman is protected from the view of other people (curtain, screen, wall).
 - Ensure all records are confidential and kept locked away.
 - Limit access to logbooks and registers to responsible providers only.
- ## 3. Prescribing and recommending treatments and preventive measures for the woman and/or her baby

When giving a treatment at the clinic, or prescribing measures to be followed at home:

- a. Explain to the woman what the treatment is and why it should be given.
- b. Explain to her that the treatment will not harm her or her baby, and that not taking it may be more dangerous.
- c. Give clear and helpful advice on how to take the drug regularly: for example: take 2 tablets 3 times a day, thus every 8 hours, in the morning, afternoon and evening with some water and after a meal, for 5 days.
- d. Demonstrate the procedure.
- e. Explain how the treatment is given to the baby.
- f. Watch her as she does the first treatment in the clinic.
- g. Explain the side-effects to her. Explain that they are not serious, and tell her how to manage them.
- h. Advise her if she has any problems or concerns about taking the drugs.

Ethics and behavior of the medical staff

Be on Time

Dress in a Professional Manner

Act in a Pleasant Manner

Be Aware of the Hierarchy

Address Patients and Staff in a Respectful Way

Be Helpful to Your Residents

Respect Patients' Rights

More Volunteering

Be a Team Player

Be Honest

Keep Patient Information Handy

Present Patient Information in an Organized Manner

Document Information in an Organized Manner

Evidence-based Medicine

Recommendations

Level A - Recommendations are based on good and consistent scientific evidence.

Level B - Recommendations are based on limited or inconsistent scientific evidence.

Level C - Recommendations are based primarily on consensus and expert opinion.

Grades of Evidence

I Evidence obtained from at least one properly designed randomized controlled trial.

II-1 Evidence obtained from well-designed controlled trials without randomization.

II-2 Evidence obtained from well-designed cohort or case-control analytic studies, preferably from more than one center or research group.

II-3 Evidence obtained from multiple time series with or without the intervention.

Dramatic results in uncontrolled experiments could also be regarded as this type of evidence.

III Opinions of respected authorities, based on clinical experience, descriptive studies, or reports of expert committees

