



THE LINGUISTIC ENVIRONMENT IN THE FIELD OF MEDICAL COMMUNICATIONS

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ABSTRACT

The article provides general information about speech acts. At the same time, opinions were expressed on the occurrence of speech acts in English and Uzbek and analyzed with the help of examples.

Introduction:

The attitude of patients to the health care system is based on to a mutual good relationship between medical staff and team. The doctor and patient relationship is frequently short term or long term periods. Good mediation makes a good relationship, it improves the ability to manage the health of the patient himself. So just a good relationship should not be one-sided, it should be both sided in order to perform the same target. Modern professional culture of the medical staff, is charged with competence of communicative skill. Communication is considered one of man's most important needs. Therefore, communication in society approach to social interaction helps to understand each other well, and also it is one of the main tools listed united humans, while in the medicine, it provides to identify disease of the patients, spiritual

support, as well as, in some cases it also performs alteration of the therapeutic methods.

Materials and methods of scientific work:

Medical field and mass-media, particularly the internet, has become intertwined with one another, it will not be exaggeration. The mass-media in the information of medicine attributed to various scientific articles, animations, radio broadcasts are to be given in the internet, the availability of sufficient information in the field of medicines, the availability of information to those who come to get expert advice by doctors is not revealed. Medicine is therefore also theoretical work on the low note is still in the main part of the patients medical information: "Limited health literacy is a hidden epidemic. It can affect health status, health outcomes, health care use, costs and health".(S. Griffin J, Kinmonth, A. L., M. Veltmn, Clay S.,



J. Grant, M. Steward, 2004; 595-608). In many cases, the information related to advertising is given in the listed materials of mass media and in the internet sites. To give recommendations on how to recover from the disease information associated with any diseases, although it is recommend that you contact a doctor to take it. Therefore, in certain cases, the circumstances that bother patients, they can find information about the symptoms of disease. Directly, in the communication of doctor and the patient the doctor according to his knowledge and experience, which included questions will have to rely on the accuracy or use. In a speech act like well behaved the doctor will learn how to use strategic to the patient in questioning. For example:

Doctor: Lower back? Upper back?

Patient: I think so. Lower back uh.

Doctor: Lower back. Did you carry anything heavy?

Patient: Not really uh. Didn't carry anything heavy. Just on and off the pain comes and goes. I got take Panadol uh.

Doctor: Panadol only?

Patient: Then the pain went back. The pain uh, went off and came back. Like on and off.

Doctor: Okay. Did you have a fall?

Patient: Umm...No. No fall.

Doctor: Okay. Let's see how far you can go. Alright. Okay. Bend backwards.

The doctor by used politeness of speech strategy has mutual communication friendly in a taking service to the data. In the process patients with communication *Did you carry anything heavy? Did you have a fall?* like check the question be used patients pain basis to determine directed. During the examination diagnoses and conclusion confirmed by Okay. In many cases doctors avoid using the pronoun "I"

in the process of communication, mostly they use plural form of pronoun "we" instead. This strategy will be evaluated as a sign of cooperation. In the next example, physician motivate his patient to perform certain physical actions. He is in the process of verification "Let's see" and "we" as the unit cooperation from the patient in order to show respect to the designation was used. Example attention we are at:

Patient: Okay.

Doctor: any pain?

Patient: No. So far.

Doctor: No? Okay. You want to turn to the left. Turn to the right. So the mobility of your spine is quite good. There is nothing very much there. Let's get you on the couch and lie down again.

Uh, yup yup. Just lie down. Okay. I'm just gonna do a straight leg raising test. Alright, if there's any discs in your back there will be a shooting pain down your buttock, right down to the back of your thigh and back of your calf down to your foot. so if there's any pain, let me know. I just gonna lift your leg, you don't have to do anything. Just let me lift your leg passively. Alright. So we start with the left leg. Alright, one, two, three. Any pain?

Patient: No.

The discussion of scientific work: The doctor by this type physical exercise completion first of all clear to find directed center of disease. In the process the doctor recommend not only physical exercise, but also communication provision process ultimate target, to put correct diagnose for disease. In this communication is used various type directive and expressive acts that controlled by doctor. In medical communication nonverbal action is also important. (Heritage J, Maynard DW., 2006; 351-374). There used gestures, mimics



turn-by-turn. The expression of the face function is usually indicates the disease of the patient. Thus, non-verbal gestures, actions, body movements, facial expression, together with verbal expression of pain perform nonactive tasks. For example, "pain here", "in the upper part", "no pain here," and etc. Thus, as a result of mutual efforts will lead to the adjustment of two prescribed task performance. Recipients by pointing to the painful point in the process of questions to identify the situations that cause pain to occur by a physician or causes the development of speech the main action of the dialogue. In this case to the attention of the recipients to focus on speech communication and expression until the two-point may fall to plan and pain. Of course, in this case the physician or medical staff that distract the attention of the recipients of the speech act or the effective use of questions, the patient's condition is associated with the change of psycho-emotional effects. For example:

- *What are you complain of?*
- *Where is the pain?*
- *Can you show me the point pain with your finger?*
- *Does the pain constant or it is from time to time?*
- *Is it a place of pain or move to stand for?*
- *How did the pain start?*
- *Since how long has the pain been bothering you?*
- *How is the pain evolve?*
- *Does the pain is lethargic or aching pain?*
- *Is it painful or do you feel uncomfortable?*
- *The pain, how was your night?*
- *What is intensity of pain?*
- *When is the intensity of the pain increase?*

— *Before the start of the pain what did consume for?*

This process the doctor special terms or language that are affiliated directly with an illness or pain instead of units instead of weaker expression of human psychology who is representing will be the unit effects from the use of the method according to the purpose metaphoric method. The physician determines the fear or worry of internal condition of patient. Good and effective communication between the doctor and the patient to regulate the patient's feelings, as well as will help you to understand medical information. Effective communication in the field of health from the doctor satisfaction increases and additional sensitive information to share with their patients desire according to the doctor would be ready, and this will benefit in the treatment of patients. The calm of the process, because it ensures good communication between doctor and patient relationship if you will feel the safety. The conducted studies and research shows that patients who participated in the communication no later positive and effective communication with the doctor have access to free themselves, they feel free from the risk (s. e. Thorne, Nyhlin t. k., Paterson, b. l., 2000; 303-311).

In many cases the doctor will help you to get the necessary information from the patient to communicate effectively and spend less time to explain the disease. Two communication parties to assist in searching to fulfill their duties. If the answer is health related issues to patients, the doctor gets the necessary information for the treatment, comes to a clear conclusion. This two-sided single goal, that is, prevention or treatment of disease is here to help. The patient has a good



therapy course of the entire process, the satisfaction you will feel from it, this is also due to the positive results of their work will satisfy the doctor. It facilitates the relationship between communication with your doctor and the patient, therefore, man feel pleased with himself (which makes Pawlikowska, T., 2007; 178-215).

In the public hospital and polyclinics the history cards and questionnaires of population are formed. This is a tool of effective communication and the doctor-patient relationship and help to improve the components of healthcare system. Most of the surveys conducted online survey tools for easy use of this method. It inquiries creation of online surveys, distribution and will assist in the analysis. Doctors from the survey of the quality of medical care and the patient experience, health plans can use to assess the effectiveness of the check. Surveys in the clinic to reflect the activities of the staff

work, polyclinic of the population owned valuable opinions and to collect information to improve health related issues will help.

Conclusion: Effective communication would follow the doctor's recommendation that the patient improved. The patient in the treatment of multiple transition from stage, all of them will be required to comply with instructions and recommendations to achieve the results that correspond to. The doctor is very important to pay attention to his manners. Because this process plays an important role in the formation of communicating with the patient. The doctor will help the patient to comply with the instructions strictly. Doctor-patient relationship and effective communication will help to ensure the satisfaction of both parties, both from one another and to be live.

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