

## Introduction

Communication can be defined as the process of transmitting information. For patients, this process differs from one case to another. For example, special case patients who have mental or physical retardation require a certain way of communication, and this as well differs from one type of special case patient to another.



## What is communication?

Communication is the process of transmitting information and common understanding from one person to another. Communication is sending and receiving information between two or more people. The person sending the message is referred to as the sender and the person receiving the information is called the receiver.

## Who are the special case patient?

Special case patients are patients who need health services beyond what is generally required. This includes children or adults with chronic physical, developmental, behavioral or emotional conditions that substantially limits one or more major life activities.



## Types of special case patients:

- **Blindness:** it's a condition of being unable to see because of injury, disease, or a congenital condition.
- **Aggressiveness:** the person has the quality of anger and determination that makes them attack other people.
- **Elderly people:** are people with an age higher than 75 years old, and they usually unable to hear well.
- **Intellectual disabilities:** involves problems with mental abilities that affect two areas of functioning: intellectual functioning and adaptive functioning.

## How can doctor's communicate with special case patient?

The doctor-patient communication is a main factor in building the best therapeutic doctor- patient relationship.

- **Blindness:** when a doctor offers to assist someone with vision loss, they should allow the person to hold their arm and assist them to a chair. The doctor should focus on the person and speak directly to them while using a normal voice tone (avoiding shouting).
- **Aggressiveness:** the important thing for a doctor is to be calm, and listen to what they are saying. Also, provide them with an opportunity to explain what has angered them.
- **Elderly people:** age related hearing loss can be treated with a little loud sound, but the doctor should not shout.
- **Patient with intellectual disabilities:** the doctor should use simple, straightforward sentences, charts, or illustrations if necessary and be prepared to repeat the same information more than once in different ways.



## Summary

Communication is essential for a healthy therapeutic doctor-patient relationship. Doctors regularly encounter elderly people, patients with blindness, aggressiveness, and intellectual disabilities. Therefore, doctors should be aware on how to communicate with these patients in order to ensure that the patient receives the best available treatment.

## References

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