

# THE EFFECTS OF PATIENT-PHYSICIAN INTERACTION ON ANXIETY LEVELS AMONG PATIENTS ATTENDING THE EMERGENCY DEPARTMENT

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## Introduction:

Good patient-physician interaction (PPI) may impact a patient's anxiety. This study evaluated PPI and its association with anxiety levels among emergency department (ED) patients.

## Methods:

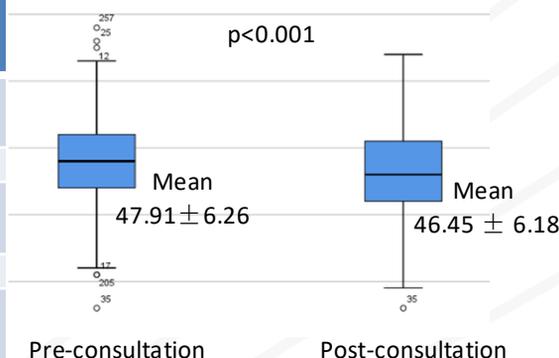
We conducted a cross-sectional study. The study included adult patients aged 18 years and older with low-acuity presentation (Malaysia triage scale levels 4 and 5). Satisfaction with the PPI was assessed using the 11-item Malay translated Medical Interview Satisfaction Scale-21 (MIMS-21), referred to as the 'Skala Kepuasan Interaksi Pelanggan-11 (SKIP-11)' after consultation. Patient's anxiety was assessed by the self-administered State-Trait Anxiety Inventory (STAI) questionnaire two times: upon ED arrival (baseline) and at the end of their ED stay.

## Results:

### 1) Satisfaction with PPI (n=417)

Variable	Mean (SD)	Positive experience, n(%)	Negative experience, n(%)
Total SKIP-11 score (positive, score $\geq 44$ )	46.51 $\pm$ 5.03	253 (60.7%)	164 (39.3%)
Subtypes:			
Distress relief (positive, score $\geq 16$ )	17.45 $\pm$ 2.41	239 (57.3%)	178 (42.7%)
Rapport (positive, score $\geq 16$ )	17.22 $\pm$ 2.20	232 (55.6%)	185 (44.4%)
Interaction outcome (positive, score $\geq 12$ )	11.63 $\pm$ 1.90	128 (30.7%)	289 (69.3%)

### 2) State anxiety trends



### 3) Correlation between PPI and pre- and post-consultation anxiety

Variable	Pre	Post
Total SKIP	-0.033	-0.043
Distress Relief	-0.021	-0.037
Rapport	0.048	0.036
Interaction outcome	-0.116*	-0.109*

\* Indicates p < 0.05

## Discussion:

These findings emphasise the crucial role of effective communication in fostering positive PPI. While satisfaction alone may not directly impact anxiety reduction, maintaining clear, efficient and patient-centred communication remains essential for enhancing the patient experience and overall health outcomes.

## Conclusion:

Satisfaction with the patient-physician interaction was reported by 60.7% of subjects. There was a significant reduction in anxiety levels; however, this decrease was not significantly associated with perceived satisfaction with the PPI.

### References:

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