
ECR 2018: Radiologists talking to patients brings benefits



Communicating radiological findings directly to patients following their MRI exam led to increased patient confidence in the radiology service, according to a study carried out at a private Swiss radiology clinic.

[Andreas Gutzeit, MD](#), of Hirslanden Klinik St. Anna Lucerne presented the research at the European Congress of Radiology, which was held in Vienna recently.

The study included two groups of patients (101 in each group) who underwent MRI exams. One group discussed the findings with the radiologist, while group 2 had no communication. Both groups completed questionnaires 2 weeks after the exam which asked about stress levels, emotional attachment to the radiological institute and the feeling of competence regarding the radiologist.

Results

77% of all patients were concerned about the findings without any difference between the two groups ($p > 0.05$). 81% of patients appreciated that a discussion of these findings represents a good radiological consultation service in comparison to group 2 (14%) ($p < 0.005$). Patients in group 1 had a significantly higher binding rate and wanted to be examined in a radiology department with communication only ($p < 0.05$) (93.1% group 1, 1/75% group 2).

□ After the interview significantly more patients (mean score 4.7) in group 1 considered the radiology department as being a competent department (scale from 1 = lowest competence to 5 = highest competence) than in group 2 without a discussion (mean score 4.1) ($p < 0.001$). The duration of the discussion in group 1 averaged a mean of 3 minutes and 47 seconds (range: 1-15 minutes).

The study's authors also included Regine Heiland, Sonja Sudarski, Johannes M. Frehlich, Klaus Hergan, Matthias Meissnitzer and Dow M. Koh of Paracelsus Medical Private University and Hirslanden Klinik St. Anna.

Images credit: Andreas Gutzeit, Hirslanden Klinik St. Anna Lucerne

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