

# Good Relationships

By

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## Interpersonal Relationships in Your Dealings with the Patient and His Relatives.

When a nurse meets a patient for the first time, a new situation is created and a new relationship begins between two people.

The essence of the nurses' work is in her relationships with the patient and his family in promoting health and helping the patient through the emotional stresses so often related to his physical ailment.

Everyone in the community has some idea of what a nurse can do and wants to do. Some know that she has a useful knowledge about varying health requirements of children and adults; they are eager to learn all that she can offer. Some families still think of the nurse as being a bed-side nurse to be called in an emergency while others like to consult the nurse on health matters and ways to promote and maintain it.

Others feel uncomfortable with the nurse around because they are influenced by unfortunate experiences in the past.

Some do not trust the nurse because her methods of working with the patient may have been unprofessional.

First impressions are always lasting and the standard of the hospital may be assessed by the patient's reception. A patient is a *guest* because he will receive hotel services in the hospital. He is a *client* for professional services of the doctor and nurses; and a person in need of understanding and help.

A patient likes to be called by his name when addressed. This acknowledgment of him as an individual may make all the difference between promoting a good or bad impression of a hospital.

The chief area of the nurse's work lies among the feelings, experiences and knowledge of which the patient is conscious and most aware.

When a nurse is sensed by a patient to be reliable, an identification of interests will begin to take place. Such relationships depend on leadership and understanding of the nurse, and develop through the nurse's recognition and acceptance of the patient's problems and the way he feels about it. The patient depends and relies on the nurse's friendship and help.

RESPECT is due to man as a person possessing the dignity which God bestowed in creating him in his own likeness. The aim of the nurse who sees the patient as one whole human individual should ensure that nothing humiliates or embarrasses him; for example, long waiting for attention, lack of privacy, failure to show interest, carelessness in listening to what he says or even ignoring his presence and his needs. The patient should be assured that, among those who tend to him, there is one who gives thought to his spiritual needs.

Nurses are obliged to keep the confidence of the patient. The nurse should have a reasonable knowledge of her profession, and a fair degree of skill to carry out her expected functions. If she undertakes to do ordinary bed-side nursing, she is bound to do it skillfully. In her preparation every nurse should have acquired enough knowledge to give such service. A nurse can build up good relationships between herself and her patient by encouraging him to have confidence and faith and trust in facing a long period of illness.

Good personal relationships is an invaluable factor in keeping the patient contented and for soothing out nervous tension. The friendliness of the nurse as she tends to his needs, goes from time to time to his bedside, takes him food and medicine and makes his bed, and anticipates his needs and makes

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