

## EDITORIAL

# Challenge for medical doctor in the future

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### ABSTRACT

**Background:** Indonesia faces many challenges after the COVID-19 outbreaks, particularly the needs of medical doctor, which lead to almost all university provide a doctor faculty. To produce a good quality doctor, not only in skills and knowledge including communication skills with patients and colleagues is still challenging. **Objectives:** This editorial was written to summarized the challenge of medical doctor in the future. **Editorial:** A good quality doctor, not only in skills and knowledge including communication skills with patients and colleagues. In addition, doctors need to be able to utilize medical technology or information technology. Communication skill is needed to bridge the relationship of doctor-patients by negotiation-consensus communication is able to improve the patient's outcome. Inter-collegial relationship is needed as a part of teamwork communication for a better patient's outcome. Doctor needs to update their skill on information technology and medical technology as a part of medical services on the society. **Conclusion:** To be a good medical doctor, not only need a medical skill, but also communication skills, empathy and humanity, respectful, and professional. A doctor is not only a profession, but also an effort of saving the patient's life from diseases.



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## Highlights

1. Almost all universities in Indonesia provide a faculty of medical science to supply the need for doctors.
2. The healthcare system in Indonesia needs good-quality doctors.
3. Good quality doctors must be respectful and have good integrity, skills and knowledge. Human aspects such as communication skills are also important for them as well.



## BACKGROUND

Many challenges have existed in the healthcare system after the COVID-19 pandemic all over the world, including Indonesia. Healthcare workers loss during the COVID-19 pandemic (Ekawati et al., 2022) leads to the reduction of talent shortages. Indonesia also faces many challenges in the healthcare system, including technological health advancement, distribution of health care workers, availability of healthcare centers, and good-quality doctors. Nowadays, almost all universities in Indonesia provide a faculty of medical science. The newest one in Surabaya was the Faculty of Medicine at the Institute Technology of Sepuluh Nopember, which is a welfare-technology campus. With many doctors graduating, the national healthcare system might be easier to improve through medical staff distribution. Therefore, it is a challenge to produce a good quality doctor, not only in skills and knowledge including communication skills with patients and colleagues. In addition, doctors need to be able to utilize medical technology or information technology.

## OBJECTIVES

This editorial was written to summarize the challenge of medical doctor in the future.

## EDITORIAL

Doctors must have an effective and compassionate communication skills with patients and their families which are called “doctor’s competence”. Such skills are essential to improve long-term patient outcomes, discuss the effective treatment plan, make an accurate diagnosis, and facilitate appropriate counseling. Building negotiation-consensus and using a participatory conversation are strategies to improve patient-doctor relationships (Committee on Patient Safety and Quality Improvement and Committee on Health Care for Underserved Women, 2014). These strategies are able to minimize conflicts and lawsuits against doctors and agitations (Ranjan et al., 2015), turning to reduce malpractice claims (Virshup et al., 1999). However, there are many disparities in effective patient-doctor communication related to culture, gender, race, and religion, which affect the medical care for patients (Committee on Patient Safety and Quality Improvement and Committee on Health Care for Underserved Women, 2014).

Communication, in the medical field, is not just sharing information with words, but more transferring knowledge about health issues, advocacy for health, scientific communication, doctor-patient communication, and preventive health communication (Nørgaard, 2014). Good communication between doctors (inter-collegial), which is rarely studied, contributes to enhance well-being, self-awareness, and integrity, resulting in positive relationships among medical workers, improved patients outcomes and satisfaction (Nørgaard et al., 2012). Good interpersonal communication skills are natural personality, experience, or skill, but it must be taught through a training course or a problem-focused workshop (Nørgaard, 2014). Why does a doctor need good inter-collegial communication? A doctor is also part of a team who poses a unique personality and perspective (Guragai and Mandal, 2020).

Nowadays, achievements in information technology are marked by the existence of social media access. The involvement of social media for medical advice (Twitter, TikTok, YouTube, Instagram, WhatsApp) is real because it gives a huge market for healthcare advancement and approach to convey health-related data to low-income communities (Yousuf et al., 2017). By using this digital platform, health professionals can promote public health awareness to the majority of the population who uses social media. A survey conducted in the US showed that 88% of internet users search for health information that directly influences their medical decision-making and behavior related to their health (Rashid et al., 2021). Several medical professionals use social media to improve healthcare awareness in society. On social media, people can communicate with the physician they want or with other patients with similar conditions (Virshup et al., 1999). A study in Thailand showed that doctors or patients used Facebook (62.9%), Twitter (49.4%), and YouTube (13.4%). However, doctors used LinkedIn among themselves (95%) (Yousuf et al., 2017) for professional-recreational means outside their professional context (Rashid et al., 2021). Another study involving medical professionals showed that 70.6% used

social media for their professional development (Alsobayel, 2016). Other reasons such as networking with other communities, sharing knowledge, engaging in continued medical education, benchmarking, and branding professional issues (Panahi et al., 2016). Others also used it for medical education or public health programs (Lee Ventola, 2014). A systematic review found that social media also improve attitudes (e.g., empathy), and skills (Cheston et al., 2013).

Communication about a broad and multidisciplinary concept across many different work fields is required between professionals (Schiavo, 2013). Doctors need good communication skills to bridge their knowledge with other professionals, not only nurse, sociologists, and psychologists, but also public health workers to work together and solve health problems, such as stunting now or before the COVID-19 pandemic. However, social media also have negative sides on medical healthcare, especially for the patients, such as poor-quality information, breaches the patient privacy, violation of personal–professional boundaries, and licensing or legal issues, and for doctors, damage the professional image (Lee Ventola, 2014). Thus, doctors need to be more knowledgeable and support patients, families, and health professionals with scientific evidence when they share health-related measures, such as cancer prevention for women.

Doctors needs to upgrade their knowledge as technology develops every day, not only in the medical field, but also the medical technology (De Miranda et al., 2005). Nowadays, digital medical practices such as recording (paperless), examining (telemedicine), and treating (medical devices) are rampant (Rampton et al., 2022). Since the COVID-19 pandemic stroke all countries worldwide, the medical practice termed “telemedicine” has been popular among patients who seek for medical advice online. It was claimed to be more effective, organized, and available (Haleem et al., 2021). As patients become more independent and digital-minded, health professional also needs to upgrade their digital skills (COMMITTEE ON DIGITAL SKILLS FOR HEALTH PROFESSIONALS, 2016).

In addition, we all know that many other aspects are needed to be a good quality doctor. Doctors work not only with professional purposes, but also with humanity. In other words, medical job is a way not only to make a living but also to help others and save patients respectfully. Doctors must be honest, marked with integrity, and respectful by improving their knowledge and competence at any time.

## **Conclusion**

To be a good medical doctor, not only need a medical skill, but also communication skills, empathy and humanity, respectful, and professional. A doctor is not only a profession, but also an effort of saving the patient’s life from diseases.

## **Conflict of Interest**

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## **Author Contribution**

Bahmana Askandar responsible for collecting the evidence, drafting, editing, proof-read and submitting.

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