

# Die Arzt-Patienten Interaktion in der hausärztlichen Betreuung von Asylsuchenden und Flüchtlingen.

## Projektteam:

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## Leiter:

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## Fördernde Institution:

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## Kurzbeschreibung:

The study focused on two issues that were identified as problems in a previous study of the interaction between Swiss General Practitioners (GPs) and their refugee patients: a) communication issues and b) management of psychosocial disorders. These issues were addressed in a qualitative in-depth analysis of the experience and expectations of patients and GPs, and of the problem-solving strategies of the GPs. The analysis was based on several qualitative methods, including video protocols of 48 interactions in the surgeries of three GPs. Participant observation, interviews with the GP, and the patient before and after the interaction were conducted in 11 case studies. Group discussions and problem-centered interviews were added with a broader sample of GPs. The results indicated that communication and patient management deficiencies were caused by poor integration of the perspectives of the GPs and the patients during the intervention. The process of history-taking had a pivotal role - especially the careful assessment of pre-migration, migration, and integration histories. Language problems had negative effects on treatment and compliance. Communication was greatly improved when interpreters worked closely with the GP. Conclusions: A patient-centered approach and the specific issues with regards to history taking of refugees should be integrated into medical education. Intervision groups involving medical staff and other support persons (e.g., social workers, cultural brokers, psychotherapists, and juridical counselors) should be established to also jointly prepare interventions at social and political levels.