A report on "Effective business communication in healthcare" Dr. Abhijit Sinha Roy

Introduction

Symbiosis Institute of Health Sciences organized a session dated 21st August 2020 (Friday) from 11:15pm to 1:30 pm, where we got the opportunity to attend a talk session by Dr. Abhijit Sinha Roy on "Effective business communication in healthcare".

We had in total of 457 participants who attended this session.

About the speaker

- Dr. Abhijit Sinha Roy is a pediatrician specialized in neonatology.
- A Board Advisor in Healthcare Management.
- An Author of many books in Healthcare Communication and Telemedicine.
- Former Medical Officer of Fortis Hospital, Bangalore
- Held the capacity of Chief of Medical and Health Services at SAIL and CMO of State Government Health Insurance
- Former CEO at SPACE Telemedicine organization in Chennai
- A visiting faculty for Communication in Healthcare in Annamalai University
- Presently he is a Medical Advisor to a non-profit hospital chain catering primarily to middle-income groups.

Topics Covered

1. Change of attitude / behaviour- which is expected from a healthcare professional
2. Mental preparation- that how the doctor need to be prepared before facing any customers.
3. The knowledge about where, when and how to communicate with the patient being a healthcare professional.
Points Discussed

- It is important for the doctor to be honest, ethical and updated towards his work.
- The Doctor/ Healthcare Professionals should be able to empathize with the patient and this would help in creating an unexpected emotion which will build trust in patients mind.
- Technology is neutral. Though we face some problem related to it but it also helps us in doing an effective work. For example, how telemedicine is useful in this pandemic situation and keeping the patient in touch with the doctors.
- The ways in which a doctor can prepare himself to carry out effective communication is by enquiring the patient’s background and overcoming language barrier through which the doctor can understand the patient properly. Discussing with junior colleagues and studying the latest reports and case sheets in which doctor will be updated about the patient.
- Where and how to communicate is done by being attentive to the patient, maintaining a good eye contact during the conversation, being empathetic towards the patient. The doctor should be open for patient’s questions and clear out their confusion. Respecting patients religious faith and should leave no room for ambiguity.
- Common reasons for suing:-
  - Lack of communication
  - Behaved rudely and in a very casual behaviour to the patient
  - If a patient is not satisfied by the doctor and gives a feedback regarding it and the doctor behaved very unfriendly about that situation.
  - Record keeping is not well maintained as per hospitals norms
  - Indiscriminate use of medicines and lack of knowledge and expertise.

Conclusion

The session was quite an interactive and very informational. The points and the discussion led us to different aspects which we can apply in our practical ways while we will be working as a healthcare professional in the hospitals and various other companies.
Dr. ABHIJIT SINHA ROY

Author
Board Advisor in Healthcare Management,
Former Medical Director, Fortis Hospitals, Bangalore
Former Chief of Medical & Health Services, SAIL
Former CMO, TN Government Health Insurance Scheme
Former CMO, SPACE Telemedicine, Chennai
Former Guest Faculty on Communication in Healthcare for
Annamalai University
Paediatrician and Neonatologist
EFFECTIVE BUSINESS COMMUNICATION IN HEALTHCARE

Dr. ABHIJIT SINHA ROY
**Symbiosis Institute of Health Sciences (SIHS)**

Guest Lecture by Dr. Abhijit Sinha Roy on Business Communication for MBA-HHM Batch 2020-22 & 2019-2021

Date: 21st August 2020  
Time: 11:30 am to 01:30 pm

Number of Students: 264

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<th>Description</th>
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<th>Amount in Rs.(Approx)</th>
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<td>Rs. 1500/- per session X 1 Speaker (Dr. Abhijit Sinha Roy)</td>
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<td><strong>Total Expenditure :</strong></td>
<td><strong>1,575.00</strong></td>
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Proposed by  
Dr. Roopashree M. R.  
Asst. Professor, SIHS

Proposed by  
Dr. Vivek Choudhari  
Asst. Professor, SIHS

Checked by  
Ms. Shraddha Karhadkar  
Asst. Admin Officer, SIHS

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**Budget Under Head : Guest Lecture - MBA - HHM**

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<td>Now in Rs. :</td>
<td>1,575.00</td>
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<td>Balance budget in Rs. :</td>
<td>58,425/-</td>
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Accounted by  
Mr. Vishal S. Kirve  
Supervisor A/C, SIHS.

Recommended By  
Dr. Sammita JadHAV  
Dy. Director, SIHS

Recommended By  
Dr. Parag Rishipathak  
Director, SCHS

Approved By  
Dr. Rajiv Yeravdekar  
Director, SIHS.
invitation for Inhouse webinar on 'Importance of Effective Communication in Healthcare Scenario': SIHS

8 messages

Dr.Roopashree M.R <drroopashree@sihspune.org> Tue, Aug 18, 2020 at 9:51 PM

To: Kavitha Menon <kavitha@sihspune.org>, Radhika Hedao <radhika.hedao@ssbs.edu.in>, Dr.Raghupathy Anchala <drraghupathy@sihspune.org>, Ms Abha Arya <abha@sihspune.org>, Azima Khan <drazima@sihspune.org>, drankit@sihspune.org, Shrikrishna Dhale <drdhale@sihspune.org>, "Dr.Roopashree M.R" <drroopashree@sihspune.org>, Ms Prerana Dongre <prerana@sihspune.org>, "Dr. Vivek Chaudhari" <drvivek@sihspune.org>, "Dr.Prakash Kalke" <drprakash@sihspune.org>, Meenal Kulkarni <meenal@sihspune.org>, "Ms.Neha Ahire" <nehaahire@sihspune.org>, "Dr. Raghupathy Anchala" <drraghupathy@sihspune.org>, Library Sihs <library@sihspune.org>, shruti parakh <placementofficer@sihspune.org>, Priti Kulkarni <priti@sihspune.org>, "Dr.Dharmendra Dubey" <drdubey@sihspune.org>, "Ms.Devika Shetty" <devikashetty@sihspune.org>, Milind Chunkhare <milind@sihspune.org>, Sanjivani Maral <sanjivani@sihspune.org>
Cc: "Dr.Sammita Jadhav" <dr_jadhav@sihspune.org>, Parag Rishipathak <director_schs@siu.edu.in>, "PA to Dean, FOHS" <patodean@sihspune.org>, Dean FOHS <deanfohs@siu.edu.in>

Dear All,

Greetings SIHS.

We take this opportunity to cordially invite you to a webinar on the following:
Topic: Business communication- 'Importance of Effective Communication in Healthcare Scenario'.
Speaker: Dr.Abhijit Sinha Roy
Time: 11.30 am to 1.30 pm
Date: 21st August, 2020
Day: Friday, Morning, 1st half before lunch.

In this context, the webinar aims to discuss and deliberate on the implementation strategies for effective communication in health care for bringing reforms for future and as a learning opportunity to all of us.

Details of the Guest speaker who has been inviting:

- 4 decade experience in health care management.
- A Board adviser in health care management
- Author of many books in Health care communication and telemedicine
- Neonatologist.
- International repute professional.
- He has provided multiple deliberations in other universities like Annamalai and many more.
- He is presently in India.

Kindly find the below mentioned Zoom meeting details.
Register in advance for this meeting:

https://mail.google.com/mail/u/0?ik=783a18c7ce&view=pt&search=all&permthid=thread-a%3Ar1808197133819941470&simp=msx-a%3Ar180984962…
https://zoom.us/meeting/register/tJAKce2vpjIRGnxLxvH3ZNgU9EbC-Dq1aXp1

After registering, you will receive a confirmation email containing information about joining the meeting.
You can join the zoom session by using the link. Please remember to mute your microphone and switch off your video while you are in the zoom session during the entire session.

Note: We have created a registration link compulsory for the attendance.
Please find attached herewith, the profile of the guest speaker is enclosed in PPT format for reference.

Let us make the session interactive.
Please note the following instructions:
1) Please ensure you join the session by 11.15 am.
2) Use only Your Name (First Name, PRN number) to join the zoom session.
3) You will be on in MUTE mode while the session is ON.
4) While the Q & A session starts and while you get the chance, you can ask your question.
5) Please TURN on your Video STREAM while you ask the question.
6) You will introduce yourself by name, program which you are pursuing and the institute (full form) at which you are studying, then ask your questions.
7) You may also ask the question by using the chat messages option too.
8) Please go on the MUTE mode IMMEDIATELY after completion of your question.
9) We have 35 mins for Q & A and we will most probably be able to take all questions.
10) The respective academic committee student members will formulate a report and hand it over to their coordinators for record and documentation purposes.

Thank you and hope to meet you online on 21st/August/2020.

Thanks and Regards,

Dr. Roopashree.M.R
Assistant Professor,
Healthcare Management,

A Constituent of Symbiosis International (DEEMED) University
M.No. 94497532421/9513363418
Address not found

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The response was:

550 5.1.1 The email account that you tried to reach does not exist. Please try double-checking the recipient’s email address for typos or unnecessary spaces. Learn more at https://support.google.com/mail/?p=NoSuchUser 118 sor11240406ilj.38 - gsmp

Final-Recipient: rfc822; drankit@sihspune.org
Action: failed
Status: 5.1.1
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try 550-5.1.1 double-checking the recipient's email address for typos or 550-5.1.1 unnecessary spaces. Learn more at 550 550 - 5.1.1 https://support.google.com/mail/?p=NoSuchUser 118 sor11240406ilj.38 - gsmp
Last-Attempt-Date: Tue, 18 Aug 2020 09:21:13 -0700 (PDT)

-------- Forwarded message --------
From: "Dr.Roopashree M.R" <drroopashree@sihspune.org>
To: Kavitha Menon <kavitha@sihspune.org>, Radhika Hedao <radhika.hedao@ssbs.edu.in>, "Dr. Raghupathy Anchala" <draghupathy@sihspune.org>, Ms Abha Arya <abha@sihspune.org>, Azima Khan <drazima@sihspune.org>, drankit@sihspune.org, Shrikrishna Dhale <drdhale@sihspune.org>, "Dr.Roopashree M.R" <drroopashree@sihspune.org>, Ms Prerana Dongre <prerana@sihspune.org>, "Dr.Vivek Chaudhari" <drvivek@sihspune.org>, "Dr.Prakash Kalke" <drprakash@sihspune.org>, Meenal Kulkarni <meenal@sihspune.org>, "Ms.Neha Ahire" <nehaahire@sihspune.org>, "Dr. Jagadeesha" <drjagadeesha@sihspune.org>, Library Sihs <library@sihspune.org>, shruti parakh <placementofficer@sihspune.org>, Priti Kulkarni <priti@sihspune.org>, "Dr.Dharmendra Dubey" <ddrubey@sihspune.org>, "Ms.Devika Shetty" <devikashetty@sihspune.org>, Milind Chunkhare <milind@sihspune.org>, Sanjivani Maral <sanjivani@sihspune.org>
Cc: "Dr.Sammita Jadhav" <dr_jadhav@sihspune.org>, Parag Rishipathak <director_schs@siu.edu.in>, "PA to Dean, FOHS" <patodean@sihspune.org>, Dean FOHS <deanfohs@siu.edu.in>
Bcc:
Date: Tue, 18 Aug 2020 21:51:01 +0530
Subject: invitation for Inhouse webinar on 'Importance of Effective Communication in Healthcare Scenario': SIHS
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To: Kavitha Menon <kavitha@sihspune.org>, Radhika Hedaoo <radhika.hedaoo@ssbs.edu.in>, "Dr. Raghupathy Anchala" <drraghupathy@sihspune.org>, Ms Abha Arya <abha@sihspune.org>, Azima Khan <drazima@sihspune.org>, drankit@sihspune.org, Shrikrishna Dhale <drdhale@sihspune.org>, "Dr.Roopashree M.R" <drroopashree@sihspune.org>, Ms Prerana Dongre <prerana@sihspune.org>, "Dr.Vivek Chaudhari" <drvivek@sihspune.org>, "Dr.Prasak Kalke" <drprakash@sihspune.org>, Meenal Kulkarni <meenal@sihspune.org>, "Ms.Neha Ahire" <nehaahire@sihspune.org>, "Dr. Jagadeesha" <drjagadeesha@sihspune.org>, Library Sihs <library@sihspune.org>, shruti parakh <placementofficer@sihspune.org>, Priti Kulkarni <priti@sihspune.org>, "Dr.Dharmendra Dubey" <drdubey@sihspune.org>, "Ms.Devika Shetty" <devikashetty@sihspune.org>, Milind Chunkhare <milind@sihspune.org>, Sanjivani Maral <sanjivani@sihspune.org>
Cc: "Dr.Sammita Jadhav" <dr_jadhav@sihspune.org>, Parag Rishipathak <director_schs@siu.edu.in>, "PA to Dean, FOHS" <patodean@sihspune.org>, Dean FOHS <deanfohs@siu.edu.in>
Bcc:
Date: Tue, 18 Aug 2020 21:51:01 +0530
Subject: invitation for Inhouse webinar on 'Importance of Effective Communication in Healthcare Scenario': SIHS

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Dr.Roopashree M.R <drroopashree@sihspune.org>
To: "Mr. Ankit Singh" <ankit@sihspune.org>
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[Quoted text hidden]

Profile of Guest speaker-1.pptx
227K

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Milind Chunkhare <milind@sihspune.org>
To: "Dr.Roopashree M.R" <drroopashree@sihspune.org>

Ma'am shall I invite students as well for the webinar

---

Ms.Sanjivani Maral <sanjivani@sihspune.org>
To: "Dr.Roopashree M.R" <drroopashree@sihspune.org>

Thanks Dr Roopashree for sharing the details & participation opportunity.

Can we get students of Medical Technology registered for the same? pl confirm

Regards
Sanjivani

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Sanjivani Maral  
Asst Prof, Health Sciences,  
Symbiosis International University  
Pune, Maharashtra, India

---

[Quoted text hidden]

Dr.Roopashree M.R <drroopashree@sihspune.org>  
To: "Ms.Sanjivani Maral" <sanjivani@sihspune.org>  
Thu, Aug 20, 2020 at 5:42 PM

Dear Ms. Maral,

Greetings of the day.
Yes, it is confirmed. please involve all the students for the same.

Dr.Roopashree
[Quoted text hidden]
---
[Quoted text hidden]

Ms.Sanjivani Maral <sanjivani@sihspune.org>  
To: "Dr.Roopashree M.R" <drroopashree@sihspune.org>  
Thu, Aug 20, 2020 at 5:44 PM

Great Dr Roopashree.

Will arrange to circulate & registrations

Thanks & regards
Sanjivani
[Quoted text hidden]
Meeting ID

94964789128

Name (Original Name)
Shruti 19040343015
Rahul Ghag
SWETA SINGH
Tejal Chouhan
Moirdila Halder
suzie chuba
ABHIJIT SINHA ROY
SHRIDDHA SAHAY
Prashanti Mudgal
Pratham Desai
Preeti Daundkar
CHETANA RATHOD
Manali Chindarkar
ANKITA DAS
Sonal Priyadarsani
Tanya Sharma
Ruchita Chalasani
Dhwani Biyani
Pragya Chotalia
Maitrie K
Archit Shah
KRUTI JOSHI
Sitaram Shendarkar
Sakshi Mehta
Anand C J
Abha Arya
Prashant Sharma
Taruni Seth
Akshay Waykole
Jill Shah
Mary Raju Mathew
GUNJALI JOSHI
Taruni Seth
Parnika Shetye
Pratik Darwade
Shijil Mathai
Sakshi Shigwan
GARIMA
Shraddha Thigale PRN NO :-72
YASH CHAVAN
Abhishek Umbarkar
Milind Chunkhare
Saaransh Nair
Swatike Gautam
Gauri Mokashi
Dr. Honey Rohida
PALAK Agarwal
Anuja Dhote
Anubhuti Vishwakarma
VARSHA MUTKE (prn -69)
Shobi Thomas
Edwin Emmanuval
PRACHI SINGH
Wahiba Dalwai
RINI PHILIP
palak batra
Rupali Bawdekar
Gurleen Chauhan
Shakti Chougule
Krishna Mesta
Meenal Kulkarni
Sakshi Khadiwala
DR. RITUPARNA DAS
Taruni Seth
Simran Pandey
Malvika Dalvi
VINAYAK LANDE
SAMREEN SHAIKH
Radhika Hedaooo
Prajwal Darekar
Sreelakshmi Pydi
Mohini Ingale
Alia Shirar
Payal Shende
Srishti Sagar
POONAM BHADANE (53)
Sejal Ranawade
Swati Prasad
Harshada Patil 19040141108
REeya CHAURASIA
AKSHATA DEVLEKAR
Riya Tadas
Jismi Easow
Sakshi ingle prn 80
Abhipsa Pattnaik
Manjiri Jengathe
ridima rastogi
Dr Gautami Shet Narvekar
Shivani Shende
harshada shedbale
Silviya Chakranarayan
Jayesh Ahire
Komal Borhade
Shijnini Ram
Minal Nimal
Priyanshi Shah
Siddhika Mhetre
Bineeta Ojha
Sayli Rao
Shriya Vaidya
Prajwal Shinde
Prerana Dongre
Vidhi Kalra
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Prince Sunny
SAYALI RANE
Anuj Kale
Nupur 20040141039 Shinde
Nova Fatterpekar
Shubhangi Jangle
Shubhangi Jangle
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Arka Biswas
Arijit Das
Devika Nair
Vivek Joshi
Dr. Arti Muley
Vinita Fernandes
Shivani Meshram
Govind Pawar
Hussain Ghadiyali
Synthia Sharma
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Ritika Mahadevan
Priyankita
Yadnya Joshi
UMANG Kumar
Sakshi Motwani
Priya Wani
Pooja Chaudhari
Govind Solanki
Laiba Noor
Suzanna Samson
Jhanvi Dass
Arpita Dutta
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Pramodkumar Mishra
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Avi Sinha
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Purva Salunke
Mangal Madawal
Anujyoti Sonowal
Reena Barle
Shahbaz Hemdani
Richika Raj
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Mrunal Kurlekar
Rutuja Chikhale
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Samhita Madupalli
Pooja Lamkhade
Vishal Pandey
Hanina Nargees k k Hanina
Angel Roy
Pratiksha Pakhare
Divya Bhargava
Rashi Minocha
anshika pandey
Jaya Lanjey
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Roja Agastin Singarayar
Priya Sawant
Rumana Shaikh
Bhavana Katiyar - 27
Prajakya Jagdale
Deepanshu Jain
Abhishek Manakr
Malika Shaik
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Importance of Effective Communication in Healthcare Scenario

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milind@sihspune.org
saaranshnairsct1821@sihspune.org

Total Duration (Minutes)
keluskarshrutigmail.com 167
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swetamph2022@sihspune.org 111
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moindrila.haldermba2022@sihspune.org 117
suziechubagmail.com 132
abhijitsinharoy@gmail.com 123
shrdhahasayamba2022@sihspune.org 117
prashantimudgalmba2022@sihspune.org 91
prathammeshdesai95@gmail.com 120
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gunjali.joshimscond2022@sihspune.org 92
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