

## Link between doctor-patient communication, patients' satisfaction and adherence to anti-hypertensive treatment

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Non-adherence to medication increases patients' risk of morbidity, mortality and economic wastage of scarce medical resources. The study aimed at finding the link between doctor-patient communication, patients' satisfaction and adherence to anti-hypertensive treatment. This cross-sectional study was conducted at Combined Military Hospital, Dhaka among 253 conveniently recruited hypertensive patients attending Out Patient Department during July 2016 to June 2017. The data were collected by face to face interview and document review. Among the respondents, 63.64% experienced effective communication and duration of consultation ( $p < 0.001$ ) had significant statistical association; 70%, 12.6% and 17.4% were satisfied, uncertain and dissatisfied respectively with clinical interaction and duration of consultation, waiting time, source of medicine and effective communication had statistically significant relation ( $p < 0.001$ ). High, moderate and low adherences to medication were 14.2%,

51.8% and 34% respectively. Most common reason for non-adherence to medication was forgetfulness (52.2%). Male were more adherent to medication than female (75.5% vs. 54.4%). Multinomial logistic regression found positive relationship between effective communication & high adherence (OR=2.59; 95% CI=1.20-5.20) and patients' perceived high satisfaction & high adherence (OR=2.39; 95% CI= 1.35-6.32). Non-adherence to anti-hypertensive medications is the result of gap in doctor-patient communication, dissatisfaction to clinical interaction and inconvenience of female. It is necessary to formulate interventions tailored to suit the female to scale up their adherence to treatment, put in place support system to identify needy clients who should be waived for uninterrupted supply of medicine and public hospitals that face heavy workloads need to devise effective ways of patient education.

### Biography

Zulfiqur Ahmed Amin has more than 25 years of experience in clinical practice, healthcare & hospital administration, research and medical teaching. He has completed MPhil (Healthcare and Hospital Management), MPH (Hospital Management), PGD (Health Economics) and MBBS. He has almost 25 published articles in journals and media both national and international pertaining to Healthcare. He has served in Sierra Leone, West Africa as a member of UN. He is currently the sector Head of professional studies and action Leader for knowledge management, education and training of doctors, nurses and paramedics at Armed Forces Medical Institute (AFMI), Dhaka, Bangladesh.

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