

# Case Taking: Non-Verbal Communication

[Editor: this is a report of a part of the lecture given by Dr Ajit Kulkarni at Kohlapur. We have broken it into 2 parts for convenience and want of space.]

## Case-Taking in Homoeopathy

Communication involves SHARING- not merely transmission of meaning from one person to another; it is not a momentary event; in fact it is momentary intensification of a continuing, cumulative process and is a network of interactions.

### QUALITIES REQUIRED BY A PHYSICIAN:

- 1) Well defined ego and not to be over-involved
- 2) Healthy attitude to patient
- 3) Sensitivity and sensibility
- 4) Sufficient intelligence to understand & co-ordinate in a coherent way
- 5) Maintaining professionalism: Open and Trusting Way
- 6) Ability to create a supportive climate in the interview: to be able to make patients express their true feeling & honest opinions without fear of rejection or censure
- 7) Knowledge of related subject
- 8) Calm, quiet, balanced mind and yet alert

- 9) Charming, cheerful, warm and effective communicator
- 10) Active listening and feedback.

**Case-taking** is the foundation of ALL systems of medical practice. In Homoeopathy, case-taking assumes multi-dimensional aspects in view of its versatility. The concept of totality demands comprehensive diagnosis (disease diagnosis – individual diagnosis) of a sick individual. Special interview skills are to be acquired for the sake of efficient communication, some techniques which are highly useful.

- |                     |                         |
|---------------------|-------------------------|
| 1) Facilitation     | 2) Open ended questions |
| 3) Direct questions | 4) Support              |
| 5) Empathy          | 6) Reflection           |
| 7) Silence          | 8) Clarification        |
| 9) Confrontation    | 10) Summation           |
| 11) Interpretation. |                         |

**Positive, attractive qualities** for effective communication are

- |              |                 |                  |
|--------------|-----------------|------------------|
| 1) Warmth    | 2) Friendly     | 3) Interesting   |
| 4) Organized | 5) Confident    | 6) Open          |
| 7) Honest    | 8) Exciting     | 9) Knowledgeable |
| 10) Creative | 11) Inspiring & | 12) Authentic    |

**Negative, turn-off qualities** which are to be avoided by a physician are

- |            |                |                  |
|------------|----------------|------------------|
| 1) Pompous | 2) Unenergized | 3) Patronizing   |
| 4) Formal  | 5) Stuffy      | 6) Hyper-intense |



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- |             |                |                |
|-------------|----------------|----------------|
| 7) Closed   | 8) Vague       | 9) Complex     |
| 10) Unsure  | 11) Irrelevant | 12) Monotonous |
| 13) Nervous | 14) Synthetic  |                |

Communication is of two types: Verbal and non-verbal, also called as verbal code and visible code. Research indicates that 35% of the message is carried verbally while 65% is conveyed non-verbally. The study of body motions is termed as 'Kinesics' and a homoeopathic physician must develop the art of use of 'observational eye'.

Elements of visible code are

- |                        |                      |
|------------------------|----------------------|
| 1) Personal appearance | 2) Posture           |
| 3) Gestures            | 4) Facial expression |
| 5) Eye contact         | 6) Space distancing. |

A human being expresses through body language many characters viz openness, enthusiasm defensiveness, anger, readiness, evaluating, nervousness, suspiciousness secrecy, rejection, doubt, frustration, confidence, authority, needing assurance, boredom/indifference, listening etc. which a physician should observe, record

and make use of in erecting the totality.

### Non-verbal communication - Demerits:

1. It must be linked to the spoken language and its interpretation requires high skill and perspective vision.
2. Case-history in pediatric age group, adolescents, old age, parents, over talkative patients require special techniques.
3. Understanding of personality types is a MUST in practice of patients and remedies. The personality study could be categorized into
  - 1) Dependent, demanding individuals.
  - 2) Orderly, controlling individuals.
  - 3) Dramatizing, emotional individuals.
  - 4) Long suffering self sacrificing individuals
  - 5) Aloof, reclusive individuals and
  - 6) Impulsive individuals
4. For adequate and accurate case history, a homoeopathic physician requires an 'organized' mind.



### What is important in your life?

A philosophy professor stood before his class and had some items in front of him. When class began, wordlessly he picked up a large empty mayonnaise jar and proceeded to fill it with rocks right to the top, rocks about 2" diameter. He then asked the students if the jar was full? Yes!

The professor then picked up a box of pebbles and poured them into the jar, shook the jar lightly. The pebbles, of course, rolled into the open areas between the rocks.

The students laughed. Is the jar was full? Yes!

The professor then picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else.

"Now," said the professor, "I want you to recognize that this is your life. The rocks are the important things - your family, your partner, your health, your children - anything that is so important to you that if it were lost, you would be nearly destroyed.

The pebbles are the other things in life that matter, but

on a smaller scale. The pebbles represent things like your job, house, or car. The sand is everything else, the small stuff." "If you put the sand or the pebbles into the jar first there is no room for the rocks. The same goes for your life.

If you spend all your energy and time on the small stuff, material things, you will never have room for the things that are truly most important.

Lesson:

Pay attention to the things that are critical in your life.

Play with your children.

Take time to get medical checkups.

Take your partner out dancing.

There will always be time to go to work, clean the house, give a dinner party and fix the disposal. Take care of the rocks first - the things that really matter.

Set your priorities, the rest is just pebbles and sand.





# Homoeopathic Queries & Solutions

**Q 1** Sir, What do you mean by Quadric Potencies. Please write the details about the place from where to obtain and its literature?

**Dr Sameer Sakhlikar** (Jalgaon)

**Ans** Quadric Potencies are the potencies prepared on the 50 Millesimal scale using 6C, 12C, 30C etc as the base instead of 3C as used by Dr. Hahnemann. The effect of such potencies is thought to be more refined, fastidious and also it overcomes the problem of aggravation (as seen sometimes with centesimal potencies) and stagnation (as with millisimal potencies in some cases). They are denoted as Q30\1, to Q30\6 and Q200\6 and so on. A single pill of No.20 is generally used as one dose and in majority of cases one dose/day in chronic cases and increased frequency in acute cases. In all cases the vehicle remains Distilled water only. The depth of action of Quadric potency is much greater as compared to others. As far as the availability is concerned, you may contact Care & Cure Homoeo Pharma, Near Maharani Jewellery, Bank Road, Kannur, Kerala.

**Q 2** I have a case of female aged about 56 yrs, of Chr Osteomyelitis Femurshaft(Rt) having multiple sequestra. Please advise how to manage her and will the sequestras come out by our treatment?

**Dr Vinod Suri** (Solan)

**Ans** Sequestra are dead pieces of bone formed by a process of aseptic necrosis though the contributory process itself is aseptic one in the bone where the nutrient artery gets thrombosed. They lie as loose foreign bodies in the subperiosteal region of the bone. Nature

tries to throw them away by producing sinuses and fistulae (via Volkmann's canal). We do have number of potent remedies which assist the nature's process of expulsion. Similimum & Potency, selected on the basis of presenting generalities will be the best agent for this purpose for the patient. Common medicines used for such type of patients are *Silicea*, *Acid-flour*, *Hecklavalava*, *Baryta-carb*, *Graphites*, etc. Mind you, if the size of the dead bone(sequestrum) is very big, than it may take months to break and come out – of course a painful procedure. Hence assess the patient's sensitivity and pain threshold before taking up such cases. For small pieces of sequestra don't worry as they will come out without much problem.

**Q 3** In these days of war and post Afghanistan scenario, how do you perceive the mental state of individuals like Osama bin Laden and Saddam Husain?

**Dr Sanjay Tambe** (Nagpur)

**Ans** On the face of it & on whatever information we have, we can classify every hardened extremist as having a multi-miasmatic (Syco-syphilitic) complex in tertiary stage, evolved in a favourable environment. The harbouring organic miasms are responsible for their strong will, high but perverted intelligence and blunt emotions. In many cases we do get a History of bad childhood, lack of parental love, humiliations, indignations, etc. Recently Chromosomal mappings have shown presence of an extra Y chromosome in men with criminal tendencies. We have medicines like *Anacardium*, *Acid-nit*, *Lachesis*, *Naja*, *Platina*, *Paladium*, *Tarentula*, *Abrotanum* etc for such dispositions. There are dozens of rubrics in our repertories which can be referred to viz Headstrong, Suggestions refuses to take, Contradiction intolerant of, Wicked, Cruel, Revengeful, etc, etc. No doubt such cases are difficult to cure or at times incurable.

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**Q 4.** Sir, what is your clinical experience in the use of indigenously prepared Homoeopathic remedies like *Raulfolia-serp* Q, *Acalypha-indica* Q, *Arjuna* Q etc?

**Dr Monika Singh** (New Delhi)

**Ans** It is true that we have scanty information about the clinical efficacy of these remedies but I have used them frequently for my indoor patients with unbelievable results. Of course these remedies are selected on pathological data and give palliative effects but for managing acute conditions they can be used if the data is scanty or if the indicated medicines fail. I have quite a few experiences of successfully managing cases of Haemophilia with *Ficus religiosa* Q. Likewise *Hydrocotyle asiatica* & *Choulmogra* oil are used with good results in Psoriasis & Lepromatous Leprosy.

**Q 5** I have heard that your Academy is conducting Research - Scope of Homoeopathy in Cardiology. My son aged 3 yrs is detected to have Supraventricular tachycardia. Does homoeopathy really have any role?

**Dr Nitin Shah** (Vadodara)

**Ans** Yes it is true that we have a separate cell dealing with cardiological cases. Homoeopathy has really proved to be a boon for these patients. Supraventricular Tachycardia can be of two types Congenital (since birth) and Functional. Congenital SVTs are generally due to presence of accessory pathways (Kent, James & Mahaim). They are frequently associated with AV blocks. Hence treatment for them will be only pallia-

tive. Surgical abalation/Pacing must be advised only when the SVTs are not adequately controlled by conservative treatment and when they threaten dilatation of ventricles, cardiomyopathies or failure. We have few cases of Functional SVTs, which have successfully yielded to drugs like *Adonis-ver*, *Antim tart*, *Aconferrox*, *Phaseol*, *Sumbul* etc in fractional doses of 1M & 10 M potencies.

Carotid sinus massage has also helped in two cases.

**Q 6** Can a MD in Organon practise as a Homoeopathic Consultant? Kindly opine?

**Dr Anirudh Chatterjee** (Raipur)

**Ans** I dont think anyone can object a postgraduate in any homoeopathic subject from practising Homoeopathy. Rather they will be more principle oriented.

**Q 7** I will be grateful if you throw some light on these lesser used Nosodes like *Eosinophillinum*, *Microfilaria*, *Osteo-arthritic*, *Histamine* etc. How far have they proved effective?

**Dr Vaibhav Mahmane** (Satara)

**Ans** Out of above mentioned one my personal experience is only with Osteoarthritic Nosode. It has definitely proved beneficial in OA cases which have frequent relapses and when indicated remedies failed to act.



### INNER STRENGTH

If you can start the day without caffeine or pep pills, If you can be cheerful, ignoring aches and pains,

If you can resist complaining and boring people with your troubles,

If you can eat the same food everyday and be grateful for it,

If you can understand when loved ones are too busy to give you time,

If you can overlook when people take things out on you when, through no fault of yours, something goes wrong, If you can take criticism and blame without resentment,

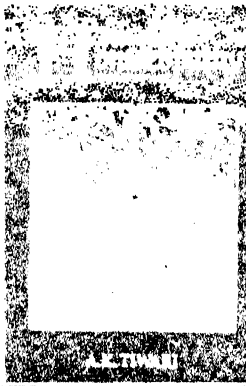
If you can face the world without lies and deceit, If you can conquer tension without medical help,

If you can relax without liquor, If you can sleep without the aid of drugs,

If you can do all these things....

.... then you are probably the family dog!!!





**YOU & HOMOEOPATHY:  
THE EASY WAY**

**PUBLISHERS:**  
Minerva Press, 13, Palam  
Marg, Vasant Vihar, New  
Delhi-110057  
**AUTHOR:** A K TIWARI  
**PRICE:** Rs: 100/-  
**EDITION:** Second, 2001  
**Pages:** 191

This book is a small bedside prescriber, for use by novices and laymen interested in applying Homoeopathic remedies as first aid for common illnesses. It is similar to several other books already published. The first two chapters are devoted to fundamentals of Homoeopathy and how to prescribe, followed by Homoeopathic therapeutics for common ailments, arranged alphabetically with sub-headings under each illness for differentiation with the appropriate remedy and potency given against each sub-heading. There are separate chapters

for illnesses of children, for treating pets and for treatment of mental and emotional problems, prophylactics and two short chapters on use of mother tinctures and First aid medicines for travel and home. Concise Materia Medica for 124 medicines is also given so that the reader gets a broad idea of the essence of the remedy.

It is a compact guide for first home prescription before consulting a doctor. The printing and get up is good but the price is on the high side. However the part of the title "The easy way" is a little misleading as Homoeopathic practice is not that easy at all.

The author comes from a family of ardent believers in Homoeopathy and holds a degree in mechanical engineering and a diploma in Homoeopathy.

*Reviewed by*  
**Dr RASHMI NAGAR, MUMBAI**



**THE DOCTOR-PATIENT  
RELATIONSHIP**

**PUBLISHERS:** Dr I MANISH  
Homoeopathic Publications, 1,  
Raja Raj Narayan Street,  
Opposite Raja Bazar Science  
College on Raja Dinendra  
Street, Kolkata-700 0098, WB  
**AUTHOR:** Dr SUBHAS SINGH &  
Dr ANWAR ANSARI  
**PRICE:** Rs: 50/-  
**EDITION:** First, 2001, 5th Sep  
**Pages:** 66

Hahnemann Publications  
KOLKATA  
DR. KARUMUGHAM

This 66 page booklet priced modestly, is an excellent book – a must read for all medicos and should be included in the medical students syllabus. It is dedicated by these two doctors to able teacher, Dr Mahendra Singh, on Teacher's day: 5<sup>th</sup> September 2001.

**SOME EXCERPTS...** The attitude towards sickness has changed for patients and physicians. "It has been noted

by many contemporary writers that Jehovah Complex – where the doctor's word is equivalent to God's Law – is no longer acceptable to the majority of patients today, who are not only politically and economically powerful but are becoming increasingly medically literate."

The most common criticism made at present... is that young graduates have been taught a great deal about the mechanism of the disease, but very little about how to care for the patient. Another factor.... is the increasing tendency of specialization.... with increasing dissatisfaction among patients. They are starting to realize the importance of a physician who will listen to them, and, beside medical advice, will offer them sympathy and treat them *rather than their diseases*. This expectation has made physicians with a holistic approach more popular and acceptable.

The book attempts to analyze and understand the doctor patient relationship. It concludes with a warning to physicians.



“Trained physicians not only have learned the knowledge base and technique of the profession but also must confront, resolve and incorporate many significant attitudinal issues involved in becoming skilled and effective in their fields. The physicians must learn to balance between compassionate concern and dispassionate objectivity. The wish to relieve pain and suffering must be fulfilled and at the same time failures must be taken realistically without letting it affect the person, that the physician is. He must learn to withstand in a graceful way, the daily work of continually confronting illness, pain, sadness, fear, suffering, vulnerability and death. A lack of balance can lead the physician to feel over-

whelmed, depressed and burned out which may again come in the way of his proficiency in decision making and proper utilization of his knowledge.”

It is an impressive effort and very comprehensive. It is evident that both doctors have gone to great lengths to present their views in a very lucid style. Great amount of research has gone into it with extensive quotes used to make a point. They have quoted from 20 articles and a staggering 64 books! The print is easy on the eye and the layout is pleasing.

Reviewed by  
PADMAJA PAI SHENOY, NJH MUMBAI



## News

### MD IN 4 MORE SUBJECTS INTRODUCED:

According to a notification issued by CCH on 31 Oct 01 which is being notified by Govt of India in gazette of India, part iii No 295 dtd 5-11-01; the Govt has finally cleared the decks for the much needed proposal of starting MD homoeo courses in four more subjects namely PRACTICE OF MEDICINE, HOMOEOPATHIC PHARMACY, PAEDIATRICS and PSYCHIATRY in addition to already 3 subjects ie ORGANON, REPERTORY & MM.

Initially, MD was restricted to only regular students but later due to heavy demand, clause for external candidate also Extended upto 2009. But these candidates shall be eligible to take only from the 3 old subjects ie Organon, MM or Repertory. Such candidates should hold degree/diploma not less than 4 years, and should have teaching experience in recognized HMC for 7 years or should have full time regular post not below the rank of Asstt Professor or have 10 years professional practice. Such candidates will have to register their names two years before the final exams and shall prepare & submit their dissertation 9 months prior to holding of final exams. The External candidate shall be exempted from attending regular classes.

However regular PG courses in homoeopathy are of 3

years duration including one Year house job during which the candidate will have to reside in campus & shall be imparted training as per provision. Only BHMS or graded BHMS are eligible for admission. The university or authorities assigned by center or state govt shall select the candidate for these PG course on merit. Preference shall be given to Candidates who have worked in rural areas for 2 years at least.

*Dr S S Vithal, drssvithal@hotmail.com*

“Through this notification, the CCH has also permitted those Institutions who do not have undergraduate College to commence post-graduate courses provided they have a 25-bedded hospital and the necessary staff. This would allow Centers of Post-graduate Excellence to be established and evolve and homoeopaths would have something to be proud of.”

*Editor: A PS: Closer to home, The ICR's Palghar hospital has been recommended as a center of PG. the first such institute with no under-grad college to be so recognized. Palghar hospital and its subsidiaries have also been given recommended status for Internship as through the recommendation of the inspecting committee of 11 Mar 2002- Most likely to get a permission to take in 40 interns-20 at Palghar and 10 each at Malad and Pune.*

