

Communicative Health Literacy with Physicians – Results of a Hungarian Survey



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INTRODUCTION

Communicative Health Literacy (COMM-HL) refers to patients' communicative and social skills that enable them to actively engage in face-to-face encounters with healthcare professionals, to give and seek information, derive meaning from it, and apply this information in decision-making and in co-producing their healthcare (*The HLS19 Consortium of the WHO Action Network M-POHL (2021)*).

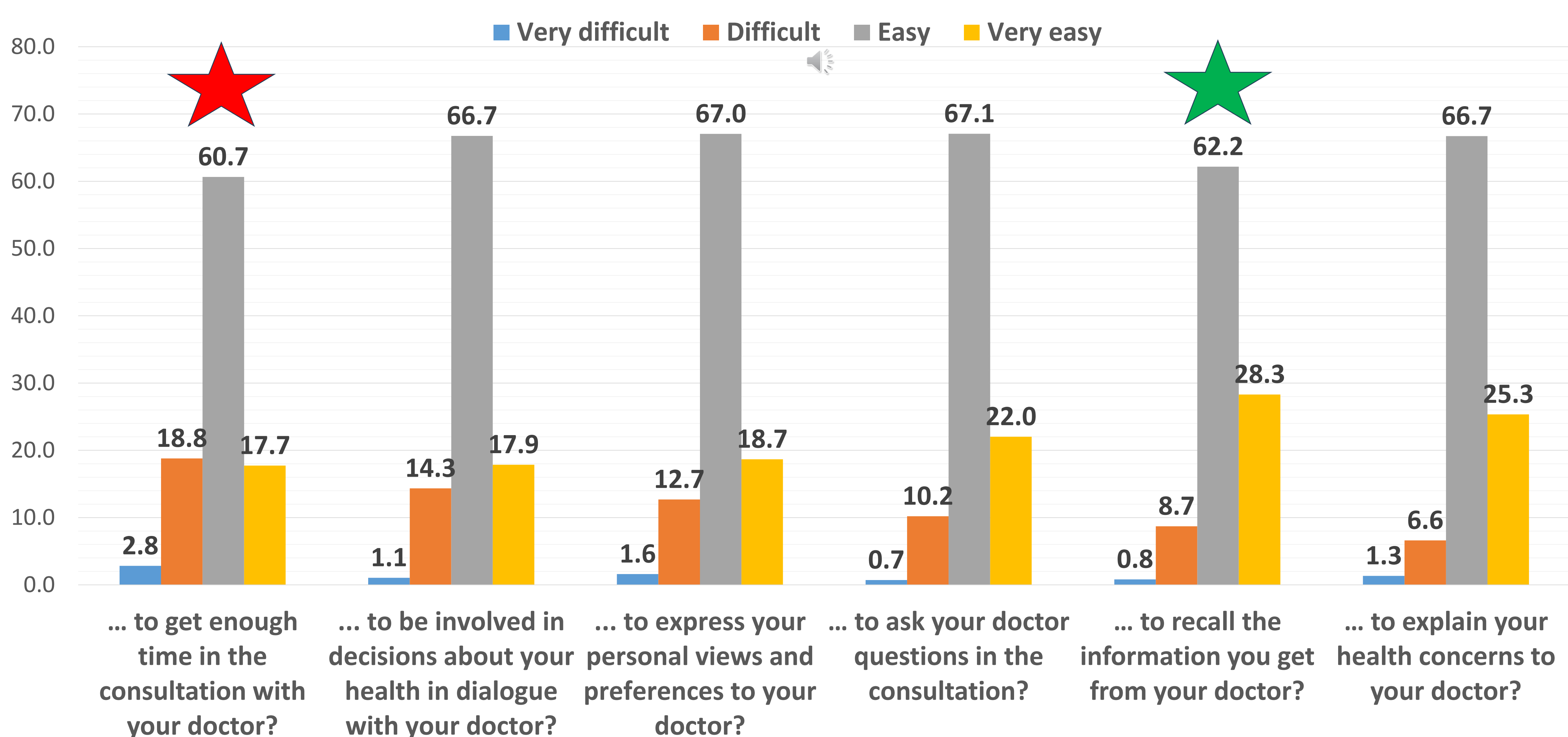
The study aims to introduce the communicative health literacy questionnaire based on the results of the Hungarian survey.

METHODOLOGY

Data collection: a total of 1205 adults aged 18 years and older completed the telephone interview under the umbrella of the Health Literacy Survey 2019.

Questionnaire: sociodemographic data (gender, age, educational level, settlement type) and communicative health literacy items.

RESULTS



The easiest task was “to recall the information you get from your doctor★” followed by the task “to explain your health concerns to your doctor”, while “to get enough time in the consultation with your doctor” was marked as the most difficult task★.

CONCLUSION

The questionnaire measured the communicative health literacy of the adult Hungarian population, where the mean score of the COMHL scale was 86.8. Furthermore, nearly one-eighth (~13.3%) of the respondents had difficulties with communication in health care services and these show the very challenges in the health care settings regarding patient-physician interaction. Getting enough time in the consultation with your doctor was marked as the most difficult task. However, the question still remains why it is very difficult to get enough time in the consultation. Therefore, further investigation should be initiated. Also, it is advised that healthcare professionals should cultivate a more holistic approach when it comes to interact with their patients.