Physician-Patient Face-to-Face Interaction in Irbid-Jordan

by

Maram S. Hammadeen
B.A. English Language and Literature, Yarmouk University, 2001

A thesis submitted in partial fulfillment of the requirements for the degree of Master of Arts in English Linguistics in the Department of English Language and Literature, Yarmouk University, Irbid, Jordan

Approved by:
Mahmud Wardat................Chairman
Professor of Linguistics, Yarmouk University

Dr. Lutfi Abulhaija...............Member
Associate Professor of Linguistics, Yarmouk University

Dr. Ruba Fahmi Bataineh........Member
Associate Professor of TEFL, Yarmouk University

Dr. Mohammed Nahar AL-Ali......Member
Assistant Professor of Linguistics, Jordan University of Science and Technology

July 7, 2004
Abstract

Hammadeen, Maram S. Physician-Patient Face-to-Face Interaction in Irbid-Jordan Master of Arts, Department of English Language and Literature, Yarmouk University, 2004 (Supervisor Prof. Dr. Mahmud Wardat).

This study has investigated physician-patient face-to-face interaction in Irbid, Jordan. The study has aimed at recognizing the following issues in medical interactions: the opening topics of medical interactions, titles of address, pressures, use of apology, and digression in medical interactions.

The researcher interviewed (40) physicians and (40) patients and tape-recorded (60) interactions between physicians and their patients. The interviews and interactions took place in three public hospitals and their respective medical clinics in Irbid in addition to Yarmouk University Medical Center during March, April, and May, 2003.

The study has found the following: (87.5%) of the physicians opened medical interactions by talking about non-medical issues and just (12.5%) of the patients did so. Further, the titles of address used in medical interactions to address the physicians were fewer than those used to address the patients. Furthermore, (70%) of the physicians faced pressures in medical interactions while just (27.5%) of the patients did so. Moreover, (55%) of the physicians gave an apology in advance for saying something embarrassing or
disturbing. Finally, (65%) of the patients digressed when they gave answers to their physicians’ questions.

**Key Words:** Face-to-Face Interaction, Linguistics, Physician-Patient, Irbid, Jordan