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PROFESSIONAL BEHAVIOR OF DOCTORS WITH PATIENTS: A FIELD STUDY IN THE CITY OF MEDICINE

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Abstract: Through research, we reached the following after the questionnaire forms were distributed to a sample of males and females from the community, which amounted to (50). We entered the answers and sorted them through the statistical program (spss) and obtained several results that we summarize in several points as follows:

1. The study proved that there is a significant relationship between age and suffering from chronic diseases such as blood pressure, diabetes and heart disease, at a rate of 24% for the age of 50 years and over

2. The study proved that there is a significant relationship between education and finding difficulty in reading a prescription written by the doctor, at a rate of 20% equally between the educational level of reading and writing and the educational level of middle school

3. The study proved that there is a significant relationship between the economic status and always resorting to government hospitals, at a rate of 44% for those with an average income

4. The study proved that there is a significant relationship between taking the medicine according to medical instructions and guidelines and the difficulty of reading a prescription written by hand, 54%

5. The study proved that there is a significant relationship between suffering from chronic diseases such as blood pressure, diabetes and heart disease and directing the doctor to do tests before starting the diagnosis, at a rate of 34%

6. The study proved that there is a significant relationship between always resorting to a government hospital and having previously been exposed to a medical error, at a rate of 64%

7. The study proved that there is a significant relationship between feeling that doctors' fees in clinics are high and commitment to periodic examinations, at a rate of 24%

8. The study proved that there is a significant relationship between preferring a doctor with a doctorate over a doctor with a bachelor's degree and commitment to periodic examinations, at a rate of 18%

9. The study proved that there is a significant relationship between preferring an older doctor over a younger doctor and suffering from chronic diseases such as blood pressure, diabetes and heart disease, at a rate of 38%

10. The study proved that there is no relationship between gender, whether male or female, and preferring a doctor with a doctorate over a doctor with a bachelor's degree, at a rate of 24%

11. The study proved that there is no relationship between gender and reading and reviewing the past case before going to the doctor, at a rate of 28%

Keywords: -

Introduction

The professional behavior of doctors with patients is an essential part of modern medical practice, as it includes doctors dealing with patients in a professional and humane manner. This includes respect and empathy with patients, providing high-quality health care with high professional ethics, and encouraging patients to participate in making decisions related to their health. These elements play a crucial role in enhancing trust between the doctor and the patient and building sustainable medical relationships that benefit both parties.

The relationship between the doctor and the patient is essential in providing high-quality health care. The patient and doctor experience is affected by ineffective communication: The doctor and patient may have difficulty communicating and understanding each other correctly. Whether due to cultural differences or the use of complex medical language. And unclear handwriting may lead to major problems and high doctors' fees, which economically affects patients. This may lead to poor communication and lack of trust and credibility. Some patients may feel a lack of trust in the doctor and a feeling of insecurity due to previous negative experiences or lack of effective communication. It can affect the human relationship and cooperation between the doctor and the patient

Research objectives

1) Identify the professional behavior of doctors.
2) Identify the relationship between the doctor and the patient.
3) Identify the medical errors of the doctor
4) Identify the role of the doctor in society and the hospital
5) Identify the procedures that the doctor takes with the patient.
6) Identify the periodic examinations that the doctor conducts for the patient.

The importance of the research

1) An important research for a large segment of society, elderly patients with special needs who go to doctors periodically and continuously.
2) Adding a quantity to the research that dealt with the relationship between the doctor and the patient.
3) The research clarifies the quality of the relationship between the doctor and the patient.
4) Addressing important topics such as (doctor's fees, medical errors, and methods of writing a medical prescription)

Research sample

It is a sample (non-random intentional) of cases believed to represent the community in the aspect addressed by the research and chooses, according to his belief, the most appropriate area for distributing the research questionnaire**.**

Research areas: Human area: refers to the individuals who were chosen as a sample, as (50) male and female patients were chosen, (25) male and (25) female patients to distribute the questionnaire form**.** Spatial area: refers to the geographical area chosen by the researcher for the study, which is (City of Medicine - Baghdad Hospital) Iraq Baghdad**.** Time area: refers to the time frame that the researcher took to write the research with its theoretical and field aspects**.** Theoretical from (2023_11_6) to**(4_12_2023)** Field from (2023_12_5) to**(5_3_2024)**

Practical aspect

Chi-square test: It is considered one of the parametric statistical methods and is used in analyzing nominal data (recipe). It is a statistical test used to determine whether the differences between the observed frequencies and the theoretical or expected frequencies are differences due to the sample or are statistically significant differences. Observed frequencies are the number of observed cases observed in each cell or category of the categories that classify the phenomenon studied and obtained from a study sample under the condition of the alternative hypothesis**.** Expected and theoretical frequencies; Are the number of cases present in each cell or category of the categories that classify the phenomenon studied, which, Defines and stipulates the null hypothesis. The test is generally known as Chi-square is a measure of the degree of variation between the expected and observed frequencies as follows**:**

$$X^2 = \sum_{i=1}^{k} \frac{(0i-Ei)^2}{Ei}$$

Where oi is the observed frequency in cell i ‘Ei is the expected frequency in cell i
Note: All results were compared at the 0.05 level
Age * Do you suffer from chronic diseases, high blood pressure, diabetes, heart disease?
Table No. (1) Crosstab Count

		Do you suffer from chronic diseases, such as high blood pressure and diabetes?		
		No	Yes	Total
Age	20 - 30	20	1	21
	31 - 40	6	9	15
	More	2	12	
		28	22	14

than 50			
Total			50

Table No. (2) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	24.567[a]	2	.000
Likelihood Ratio	28.879	2	.000
Linear-by-Linear Association	23.177	1	.000
N of Valid Cases	50		

Based on the results of Table No. (2), it is clear to us that there is a significant statistical relationship between the variables of age and suffering from chronic diseases, blood pressure, and heart disease, as the value of sig = 0.000, which is less than 0.05. Therefore, we reject the null hypothesis, and the value of Pearson chi-square was 24.56

Education * Do you find it difficult to read a handwritten prescription?

Table No. (3) Crosstab Count

Education	Having difficulty reading a handwritten prescription? No	sometimes	Yes	Total
Read and write	1	5	10	16
Middle Perparatory	2	3	5	10
	6	0	5	11
Bachelor's	0	1 0	10	11
Postgraduate studies	0		2	2
Total	9	9	32	50

Table No. (4) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)

Pearson Chi-Square	19.489[a]	8	.012
Likelihood Ratio	21.265	8	.006
Linear-by-Linear Association	.603	1	.437
N of Valid Cases	50		

Based on the results of Table No. (4), it is clear to us that there is a significant statistical relationship between the variables of education and difficulty reading handwritten prescriptions, as the value of sig = 0.012, which is less than 0.05, so we reject the null hypothesis, and the value of pearson chi-square was 19.489.

Economic status * Do you always go to government hospitals?

Table No. (6) Chi-Square Tests

Economic situation	Do you always go to government hospitals?			
	No	Some time	Yes	Total
weak	0	0	6	6
Middle	3	6	22	31
good	0	6	5	11
very good	0	2	0	2
Total	3	14	33	50

Table No. (6) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	14.008[a]	6	.030
Likelihood Ratio	15.981	6	.014
Linear-by-Linear Association	4.769	1	.029
N of Valid Cases	50		

Based on the results of Table No. (6), it becomes clear to us that there is a significant statistical relationship between the variables of economic status and always resorting to government hospitals, where the value of sig = 0.030, which is less than 0.05, so we reject the null hypothesis, and the value of pearson chi-square was 14.008.

Do you take the medicine according to the medical instructions and guidelines? * Do you find it difficult to read the handwritten prescription

Table No. (7) Crosstabulation

Do you take the medicine according to the medical instructions and guidelines?		Having difficulty reading a handwritten prescription?			
		No	Some time	Yes	Total
	No	0	0	4	4
	Some time	3	0	1	4
	Yes	6	9	27	42
Total		9	9	32	50

Table No. (8) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	11.737[a]	4	.019
Likelihood Ratio	10.859	4	.028
Linear-by-Linear Association	.022	1	.883
N of Valid Cases	50		

Based on the results of Table No. (8), it is clear to us that there is a significant statistical relationship between the variables of taking the medication according to medical instructions and guidelines and difficulty in reading the prescription, as the value was 0.019 = sig, which is less than 0.05, so we reject the null hypothesis, and the value of pearson chi-square was 11.737
Do you suffer from chronic diseases, high blood pressure, diabetes, heart? * Does the doctor direct you to do tests before diagnosis?

Table No. (9) Cross Tabulation

Do you suffer from chronic diseases such as high blood pressure, diabetes, and heart disease?		Does the doctor direct you to do tests before diagnosis?			
		No	Some time	Yes	Total
	No	4	11	13	28
	Yes	3	2	17	22

Total	7	13	30	50

Table No. (10) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	6.277[a]	2	.043
Likelihood Ratio	6.816	2	.033
Linear-by-Linear Association	2.266	1	.132
N of Valid Cases	50		

Based on the results of Table No. (10), it is clear to us that there is a significant statistical relationship between the variables of suffering from chronic diseases, high blood pressure, diabetes, and the doctor's instructions to do tests before diagnosis, as the value was 0.043 = sig, which is less than 0.05, so we reject the null hypothesis, and the value of pearson chi-square was 6.227

Do you always resort to government hospitals? * Have you ever been exposed to a medical error?

The first number (11) Cross Tabulation

Do you always go to government hospitals?		Have you ever been exposed to a medical error? No	Yes	Total
	No	2	1	3
	Some time	14	0	14
	Yes	32	1	33
Total		48	2	50

Table No. (12) chi-square tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	7.386[a]	2	.025
Likelihood Ratio	4.013	2	.134
Linear-by-Linear Association	2.042	1	.153
N of Valid Cases	50		

Based on the results of Table No. (12), it is clear to us that there is a statistically significant relationship between the variables of always resorting to government hospitals and exposure to medical error, as the value was 0.025 = sig, which is less than 0.05, so we reject the null hypothesis, and the value was 7.386. Pearson chi-square
Do you feel that doctors' fees in clinics are high? * Do you adhere to periodic examinations?

Table No. (13) Crosstabulation

Do you feel that doctors' fees in clinics are high?		Commit to regular checkups ؟			
		No	Some time	Yes	Total
	No	0	8	7	15
	Some time	7	1	8	16
	Yes	12	3	4	19
Total		19	12	19	50

Table No. (14) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	19.355[a]	4	.001
Likelihood Ratio	24.282	4	.000
Linear-by-Linear Association	8.614	1	.003
N of Valid Cases	50		

Based on the results of Table No. (14), it becomes clear to us that there is a significant statistical relationship between the two variables: high physician fees in clinics and commitment to periodic examinations, as the value of sig = 0.001, which is less than 0.05. Therefore, we reject the null hypothesis, and the value of pearson chi-square was 19.355. Do you prefer a doctor with a doctorate over a doctor with a bachelor's degree? * Do you commit to periodic examinations?

Table No. (15) Crosstabulation

Do you prefer a doctor with a PhD over a doctor with a bachelor's degree?	Do you adhere to regular checkups?			
	No	Some time	Yes	Total

	No	8	4		21
	Some time	9	3	9	13
	Yes	2	5	1	16
Total		19	12	9 19	50

Table No. (16) Chi-Square Tests

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	11.320[a]	4	.023
Likelihood Ratio	12.976	4	.011
Linear-by-Linear Association	1.272	1	.259
N of Valid Cases	50		

Based on the results of Table No. (16), it becomes clear to us that there is a significant statistical relationship between the variables of a doctor with a doctorate over a doctor with a bachelor's degree and commitment to periodic examinations, as the value was 0.023 = sig, which is less than 0.05, so we reject the null hypothesis, and the value of Pearson chi-square was 11.320 Do you prefer an older doctor over a younger one? * Do you suffer from chronic diseases, high blood pressure, diabetes, heart disease?

Chi-Square Tests Table No. (18)

Do you prefer an old doctor over a young one?		Do you suffer from chronic diseases, such as high blood pressure and diabetes? No	Yes	Total
	No	7	2	9
	Some time	7	1	8
	Yes	14	19	33
Total		28	22	50

Chi-Square Tests Table No. (18)

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	7.422[a]	2	.024
Likelihood Ratio	8.043	2	.018
Linear-by-Linear Association	5.412	1	.020
N of Valid Cases	50		

Based on the results of Table No. (18), it is clear to us that there is a significant statistical relationship between the variables of preferring an older doctor over a younger one and suffering from chronic diseases, such as high blood pressure and diabetes, as the value of sig = 0.024, which is less than 0.05, so we reject the null hypothesis. The value of pearson chi-square was 7.422
Gender * Do you prefer a doctor with a doctorate over a doctor with a bachelor's degree**?**

Chi-Square Tests Table No (19).

	Do you prefer a doctor with a PhD over a doctor with a bachelor's degree**?**			
	No	Some time	Yes	Total
Male	12	4	9	25
Female	9	9	7	25
Total	21	13	16	50

Chi-Square Tests Table No (20).

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.602[a]	2	.272
Likelihood Ratio	2.654	2	.265
Linear-by-Linear Association	.027	1	.870
N of Valid Cases	50		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.50.

Based on Table No. (20), it becomes clear to us that there is no significant statistical relationship between the variables of gender. The doctor with a doctorate is preferred over the doctor with a bachelor's degree, as the value of chi-square was 0.272**.**
Therefore, we accept the null hypothesis and reject the alternative hypothesis
HO: Gender prefers the doctor with a doctorate over the doctor with a bachelor's degree. There is no significant relationship between
Gender * Do you read and learn about your medical condition before going to the doctor**?**

Table No. (21) Chi-Square Tests

Gender	Do you read and review your medical condition before going to the doctor?			Total
	No	Some time	Yes	
Male	5	7	13	25
Female	8	3	14	25
Total	13	10	27	50

Chi-Square Tests Table No**(22) .**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.329[a]	2	.312
Likelihood Ratio	2.381	2	.304
Linear-by-Linear Association	.109	1	.742
N of Valid Cases	50		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.00.

Based on Table No. (22), it becomes clear to us that there is no statistically significant moral relationship between the variables gender, reading and looking at your medical condition before going to the doctor, as the value of chi-square was 0.312.

So we accept the null hypothesis and reject the alternative hypothesis

HO: gender, reading and looking at your medical condition before going to the doctor, there is no significant relationship between

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