

What Influences Patients' Rating of Perceived Physician Empathy?

Perceived physician empathy often correlates with patient satisfaction



Study evaluated if...



physicians' stress



wait time



time spent with physician



patient sex



education status

...influenced perception of patient empathy

Perceived physician empathy was not related to:



Wait time
(Avg: 30–130 minutes)



Visit duration
(mean time: 8.7 ± 5.3 minutes)

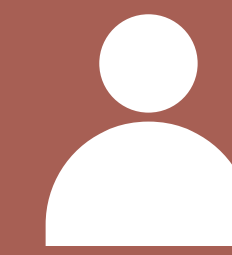
Factors related to lower patient perceived physician empathy



Physicians



with high stress



Patients



being male



having a post-college graduate degree



Improving the quality of communication rather than the quantity may increase patient satisfaction

Visit Duration Does Not Correlate with Perceived Physician Empathy

Kortlever et al. (2019) DOI: 10.2106/JBJS.18.00372

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