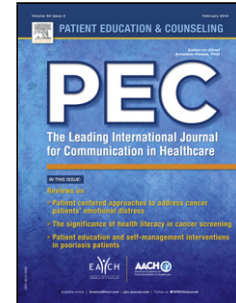


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TITLE:**Patients' and oncologists' views on how oncologists may best address patients' emotions during consultations: an interview study**

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HIGHLIGHTS

- Generally, oncologist think that the way they address emotions could be improved
- Most, not all, patients and oncologists prefer an emotion-oriented speech response
- Thus, the provision of empathic, explorative, acknowledging & supportive statements
- Such response to emotions is assumed to improve a broad range of relevant outcomes
- Patients show great insight into factors that hinder an adequate response by oncologists

ABSTRACT**Objective**

This qualitative study examines patients' and oncologists' views on how to best address emotions during consultations, and explores oncologists' opinions on their own communication and on strategies to improve oncologists' response to patients' emotions.

Methods

Semi-structured interviews were conducted with 16 cancer patients and 13 oncologists, after watching videotaped consultations illustrating three communication strategies for addressing emotions.

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