

# A Study on the Relationship Between Clinical Communication Skills and Patient Satisfaction in Haryana's Healthcare System

Ishant Tomar<sup>1</sup> and Dr. Ghanshyam<sup>2</sup>

<sup>1</sup>Research Scholar, Department of Management

<sup>2</sup>Research Guide, Department of Management

NIILM University, Kaithal, Haryana, India

**Abstract:** Doctor-patient communication is a cornerstone of effective healthcare delivery, significantly influencing patient satisfaction, treatment adherence, and health outcomes. This review paper analyzes the role and impact of doctor-patient communication on patient satisfaction in the healthcare institutions of Haryana, India. With the evolving expectations of patients in both public and private healthcare settings, communication quality has emerged as a critical determinant of perceived service quality. The paper reviews empirical studies, theoretical models like SERVQUAL, and field-specific case studies relevant to Haryana. It also explores the challenges faced in rural versus urban contexts, the effect of language and empathy barriers, and strategies for improvement. The paper concludes that enhancing interpersonal communication between healthcare providers and patients is essential for ensuring quality care and improving satisfaction levels across Haryana's hospitals.

**Keywords:** Doctor-Patient Communication, Patient Satisfaction, Healthcare Quality, Haryana Hospitals, Rural Healthcare, Empathy in Medicine, Healthcare Governance