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CONFLICT SITUATIONS IN MEDICAL PRACTICE: ETHICAL AND LEGAL ASPECTS

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Abstract: The paper analyzes the causes of conflict situations in medicine and ways to resolve them. Currently, there is a high prevalence of neuropsychiatric disorders in patients with somatic pathology, which leads to the development of psychological maladjustment and increases the risk of conflict situations. Characteristic features of modern society, such as constant tension, stress, overload, lack of time, over-informedness, along with the established unfavorable socio-economic factors, the severity of which in our country increases every year, are accompanied by an increase in neuroticism and psychopathization of the population, which in combination makes society more aggressive and complicates the interaction of medical workers with patients, which causes an increase in the frequency of conflict situations.
Keywords: medical practice, human rights, conflict, medical law, deontology.

INTRODUCTION

Medicine has always been considered one of the most conflict-generating forms of life, because it affects the most important interests of each person - his health and his life. The patient initially comes to the doctor in anxiety, fear, and in protecting his interests even from an imaginary threat can easily cross reasonable boundaries. If previously a conflict situation developed only in personal communication between the doctor and the patient with the involvement of the administration of the medical institution as an arbitrator, then at present cases of mutual misunderstanding increasingly end in court [1-3].

MATERIALS AND METHODS

Nowadays, a patient has quite serious opportunities to protect his rights and legitimate interests both in the case of improper provision of medical services and in the event of a violation of professional ethics. A conflict with a patient whose demands have legal grounds is fraught with not only reputational but also large financial losses for a doctor and a medical institution. On the other hand, a conflict with a patient can lead to damage to the rights and legitimate interests of a medical worker, up to a threat to his health and even life. Unfortunately, situations when a doctor is forced to defend himself from the aggressive behavior of a patient and his relatives are not uncommon today [4].

RESULTS AND DISCUSSION

The main causes of conflict situations in medicine are:
- insufficient attention to the patient;
- leakage of false information about the patient's health status by mid-level and junior medical personnel;
- lack of informed consent of the patient for examination and treatment;
- lack of coordination and collegiality in the actions of doctors of different specialties;
- defects in maintaining medical records;
- professional incompetence;
- characterological features of the doctor and the patient [2].

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There are objective and subjective factors of conflict.
Among the objective factors, special attention is paid to the imperfection of the regulatory framework in the field of healthcare, the low quality of education of individual medical workers, the expansion of the range of paid services, the destructive influence of the media, which intensify the conflict confrontation [2].
Subjective factors of the conflict are directly related to the specifics of the medical profession and the peculiarities of its implementation in recent years: the deformation of the professional consciousness of doctors, low motivation for work, aggravated by the imbalance in the system of managing the human resources potential of the industry, weakening of control on the part of the heads of medical institutions, with the underdevelopment of evidence-based medicine in recent years, causing resonance in society [1].
There are several conflict resolution styles, shown in Fig. 1. This model shows effective and ineffective strategies of behavior in a conflict. First of all, in any conflict, each participant evaluates and compares his interests and the interests of the opponent. Based on this analysis, he consciously chooses one or another behavior strategy below.
Confrontation (competition)
Involves focusing only on one's own interests, completely ignoring the partner. A tough stance towards the opponent and irreconcilable antagonism towards other participants in the conflict in the event of their resistance.
Evasion
Distinguished by a rapid withdrawal from the conflict. Characterized by a low level of focus on both personal interests and the interests of the opponent and is mutual.
Adaptation
Involves increasing attention to the interests of another person, while one's own interests recede into the background. Such behavior in a conflict is used if the situation is not particularly significant and it is important to maintain good relations with the opponent.
CONCLUSION
To sum up the above, it should be emphasized once again that the most effective method of preventing a conflict is to prevent its occurrence. Therefore, it is important to pay special attention to preventive measures in your work. Ineffectively resolved conflict situations with patients are fraught with sad consequences for the activities of not only an individual doctor, but also the entire medical institution: the formation of a negative image, losses and litigation. Therefore, it is important to be able to choose the right strategy for the behavior of medical personnel in conflict situations, which allows not only to ensure the implementation of the rights of citizens as patients and consumers of medical services, but also to protect the doctor in the event that patients abuse their rights.
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