

*“My doctor doesn’t listen to me, he does not treat me as a person, he is treating my disease.”* This is what many patients say about their physicians thousands of times around the globe every single day.

Voltaire, the French enlightenment writer of the 17th century, stated: *“Doctors are men who prescribe medicines of which they know little, to cure diseases of which they know less, in human beings of whom they know nothing.”*

Today physicians, definitely know more about the medicines they are prescribing and are able to cure better many diseases; however, a higher level of communication and the human facet of the patient-physician relationship are yet far to reach.

Admission exams for medical schools only encourage maths and physics and identify competitive memorizers. Teaching in medical schools focus on biology and pathology with a reduced emphasis on communication and negotiation skills and this will lead many times to failure to understand both the illness and the reality of the patient.

Nowadays our patients are numbers, transformed into a set of laboratory tests and all kinds of imaging reports.

Hippocrates stated that doctors have to pay attention to the patient, not just the disease, and to render treatments that first should not harm. This statement puts the physician in the midst of an equation where he/she needs to deal not only with the disease but also with the other facets of the “patient” like the psychological one, social, cultural, religious and more.

The key to understand this complex relationship between patient and physician is a holistic patient centered approach where physicians LISTEN and CARE.

Humanity in medicine in my opinion is reached when physicians are able to shift in their daily activity from treating patients to caring about patients and when they are able to go beyond diagnosing and treating symptoms and consider the person experiencing them.

We must always remember that each patient is someone’s sister, brother, husband, daughter, mother, father or grandpa. They are vulnerable, and they are loved and need to be managed accordingly, and doing so will procure a better healing environment for the patient with definitely an added value for the final outcome. This additional beneficial outcome acts somehow like a placebo effect where psychophysiology is behind the power of the phenomenon.

In this era, medicine is reduced more and more to a set of algorithms where computers of the future will be a step ahead or more in front of the human race, and today patient satisfaction, and not only the treatment of illness, is the ultimate physician target in day-to-day medical practice.

Because of all what have been aforementioned only humanity in medicine, where physicians LISTEN and CARE, which is incorporated in medical schools curriculum and regularly taught in seminars for physicians in all sub specialties, only this HUMANITY will give advantage to the human race over artificial intelligence and will lead to higher patient satisfaction and will make doctors live the pleasure the beauty and the honor of their distinguished profession.

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