



Press release, Thursday, 29 July 2010
Stop using abusive language: Health Officials and Workers

Medical practitioners should desist from using abusive language when addressing patients as it agitates and discourages them from seeking medical attention.

Recently, it was reported by the media that Morogoro regional authorities addressed complaints raised by patients who stated that health officials and workers in various facilities in the region have been using abusive language to patients. Morogoro Regional Commissioner Issa Machibya told nurses and doctors at a meeting that he received a lot of complaints in his office concerning health service delivery and mistreating of patients.

Abusive language is against health ethics and it shows unwillingness thereby making patients failing to perform their work passionately with courtesy as the Health Client Service Charter states. Health service providers often abstain from communicating with service users, but Sikika reminds them that communication is vital for the health profession because it influences productivity and outcomes. Ineffective communication contributes to lost time, misunderstanding, strained relationships, and inhibits future communication. It is even more critical because it is not numbers, buildings, or sale targets that are the ultimate goal; it is people, patients and their health. Good, bad, or nonexistent communication has an impact on the patients.

Sikika commends those who forwarded their complaints to the Regional Commissioner and we inform those who are unaware that it is their right to receive quality services and they should not be afraid to stand for their rights because the law is on their side.

Sikika encourages the general public to raise concerns to the responsible authorities anytime they get a raw deal from medical practitioners or health workers at any health facility. You can do that through suggestion boxes, complains desks/calls or speak to the doctor in charge. Remember, it is your right to be heard.

Sikika is also strongly against abusive language and is appealing to the government to punish those who are involved in such disgusting behaviour serving as a lesson to other health officials and workers.

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