



THE ROLE OF RUSSIAN LANGUAGE AS A MEDIUM OF PROFESSIONAL COMMUNICATION IN THE FIELD OF STOMATOLOGY

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Abstract

Russian Language as a Tool for Professional Communication of a Dentist, examines the role of language competence in a dentist's professional activities. Particular attention is given to the importance of oral and written communication in interactions with patients, including the use of medical terminology and speech etiquette. The study explores strategies for building trust with patients of different age groups and social categories, as well as methods to overcome communication barriers. The author emphasizes that for a dentist, the Russian language serves not only as a means of conveying information but also as a tool for creating a comfortable atmosphere, helping patients feel less anxious about dental procedures and fostering trust in the doctor.

Keywords: Medical terminology, dentist, speech etiquette, doctor-patient, psychology of communication, communicative competence, effective communication, Russian language, medical rhetoric.

Introduction

In contemporary practice, a dentist's professional role necessitates not only extensive medical knowledge but also well-honed communication skills. The Russian language is pivotal in facilitating interactions between the dentist and the patient, as the patient's trust and the effectiveness of treatment hinge on the dentist's capacity to articulate the diagnosis, treatment options, and preventive strategies clearly and competently.

Nevertheless, employing the Russian language in professional settings presents several challenges, including the need to simplify complex medical terminology



for patient comprehension and to navigate language barriers that may arise with individuals from diverse social and age backgrounds.

This article aims to examine the nuances of utilizing the Russian language in a dentist's professional practice and to propose strategies for enhancing communication effectiveness with patients.

Key aspects of professional communication will be addressed, including the significance of using accessible terminology, techniques for fostering trust between the doctor and patient, and approaches to reduce misunderstandings during patient interactions.

The focus of this article is on cultivating the communicative competence of future dentists, which is essential for elevating the quality of their professional endeavors and strengthening doctor-patient relationships. The concept of speech culture, prevalent in 20th-century linguistics, encompasses the mastery of both oral and written language norms, as well as the ability to employ expressive linguistic tools in various communication contexts [1].

The Russian language is essential in the professional practice of a dentist. Effective communication with patients, colleagues, and other healthcare professionals significantly influences the quality of medical services, fosters patient trust, and contributes to the overall success of the dentist's practice.

The Significance of the Russian Language in Dental Practice

Patient Communication

When a patient visits a dentist, they present a specific issue, and it is the dentist's responsibility not only to diagnose and treat but also to build a trusting rapport.

This necessitates:

- Clear explanations of medical terminology. A dentist must possess the ability to convey complex medical concepts in a straightforward and comprehensible manner. This skill is crucial for establishing trust with patients and enhancing their understanding of the treatment process. Below are examples of how to clarify certain terms:

- Endodontic treatment: This refers to the procedure for treating the root canals of a tooth.



- Caries: This is the deterioration of dental tissue caused by bacteria. In simpler terms, it can be likened to a "hole" in a tooth that develops when we consume sweets or neglect proper oral hygiene.

- Pulpitis: This denotes the inflammation of the soft tissue within the tooth. It occurs when the nerve inside the tooth becomes inflamed, leading to significant pain.

- Periodontitis: This term describes the inflammation of the tissue surrounding the tooth root. It often arises from an infection in the area where the tooth meets the gum.

- Fluorosis: This condition is linked to excessive fluoride in the body. It manifests as spots on the teeth due to an overabundance of fluoride intake.

Dental implants. Term: The process of placing an artificial tooth root in the jaw. Explanation: This is like a "screw" that is inserted into the gum so that a new tooth can be placed on it.

Bruxism. Term: Involuntary grinding of the teeth.

Explanation: This is when a person grinds their teeth, usually in their sleep, which can damage the enamel.

Empathy and psychological support. Many patients are afraid of visiting the dentist. Correctly chosen words and intonations help to reduce anxiety and create a comfortable atmosphere. Frightening expressions (in addition to being medically illiterate) have a very strong effect on patients and can complicate or prolong the course of the disease, or even cause iatrogenesis, which is the result of the psychological illiteracy of the medical worker [2]

For example, a dentist can begin a consultation with a soft and friendly approach, saying something like: "I understand that a visit to the dentist can be stressful, but you are in good hands. We will act slowly and carefully so that you feel as comfortable as possible." Using such phrases helps the patient feel that his fears and experiences are taken seriously, and the doctor is ready to support and help. A negative form of communication for a medical worker is professional jargon. For example, such openly traumatic expressions as "you need to go to the hospital urgently", "your situation is very serious", "your disease is almost incurable", "you will have to be sick for a long, long time", "your blood vessels are sclerotic, your aorta is dilated", "softening of the brain", etc. can have catastrophic consequences for the patient [3].



- Accuracy in collecting anamnesis. The doctor should ask clear and precise questions to obtain information about the patient's symptoms, allergies, and health characteristics. For example, the doctor can use clarifying questions to identify not only obvious symptoms, but also subtle details, such as the nature of the pain, its location, and intensity. It is important to correctly place emphasis in the questions so that the patient can give the most accurate answer. For example, instead of a general question, "Does your tooth hurt?" you can clarify: "Does the toothache get worse when chewing or when exposed to hot/cold?" This helps the doctor more accurately assess the patient's condition and choose the most appropriate treatment method. Possible allergic reactions to medications and materials should also be considered, requiring questions focused on previous use of medications and procedures."

Colleagues' communication

The communicative feature of the doctor-patient dialogue is the doctor's maximum focus on the patient understanding him/her in the proper way, necessary for the effectiveness of treatment and maintaining health. This will be facilitated by a high level of language proficiency, which, as a professionally significant characteristic of a doctor, occupies an important place in his/her professional development, and is also a necessary part of his/her general culture [4].

The Russian language plays a key role in the medical team, since effective communication between medical workers is the basis for successful treatment and diagnostics. Interaction within the team requires accuracy, clarity and professionalism in communication, discussing complex clinical cases or working together on a treatment plan, which contributes to a better understanding and implementation of medical procedures. The following is especially important here: Terminology: Using correct medical terminology in Russian helps to avoid misunderstandings and mistakes. Medical language is characterized by a high level of accuracy, which is important for diagnostics, prescribing treatment and interacting with patients.

Teamwork: Medical institutions often have an interdisciplinary team. Understanding and using a common professional language is important for coordinating activities between doctors, nurses, pharmacists and other professionals.



Communication: Discussing cases, sharing experiences, giving instructions and consulting - all these processes require accurate and competent communication. The language should be clear and simple, but at the same time professionally rich, so that the information is transmitted without distortion.

Ethics and interaction: Interaction between colleagues should be based on respect and professionalism. Here, language serves not only as a tool for transmitting information, but also as an important element in maintaining the moral climate in the team.

- Documentation. All entries in the patient's medical record should be written correctly and clearly so that colleagues and other specialists can understand them.
- Completing medical documents: Doctors and medical staff use Russian to correctly fill out various medical documents such as referrals, reports, prescriptions, medical histories, which is important for legal purposes and reporting.
- Education and counseling: Russian is used to educate patients on proper self-care, disease prevention, and to provide advice on diet, physical therapy, and other aspects of treatment.
- Legal aspects: In case of litigation or patient complaints, correct documentation in Russian becomes important in terms of legality and accuracy of the data provided.

Interacting with other professionals.

In addition to dentists, other professionals work in healthcare settings, such as nurses, administrative staff, radiologists, and laboratory specialists. Each of them uses specialized language depending on their role, which allows:

Nurses use more general expressions in their work, but also adhere to professional jargon related to patient care.

Administrative staff communicate with patients, making appointments and answering questions, using understandable and accessible terms.

Radiologists and laboratory specialists use specialized language to communicate with each other and to present examination results.

Thus, the Russian language becomes an important tool for maintaining interaction between different categories of specialists and ensuring high-quality patient care.



For a dentist, improving communication skills in Russian can be important for effective interaction with patients and colleagues. Here are some recommendations:

- **Learning professional vocabulary:** Use specialized terms related to dentistry. This will help to increase the level of trust with patients and demonstrate professionalism.
- **Education and practice:** Participate in communication training, read articles, books and research on dentistry in Russian
- **Active listening.** It is important not only to speak, but also to listen attentively to the patient to understand their needs and concerns. Use verbal and non-verbal cues to confirm that you are listening (e.g. nodding, repeating key words).
- **Continuous self-improvement.** Patient feedback can help you understand where you can improve your approach.
- **Speaking practice:** Participate in patient simulations to learn how to explain diagnoses and procedures in an understandable and understandable language. This will help you express yourself confidently in stressful situations.
- **Feedback from colleagues:** Ask colleagues for feedback on your speech, especially in terms of clarity and accuracy of terminology. This will help you identify weaknesses and improve your skills.
- **Adapting the language to the audience:** Develop the ability to select the right level of speech complexity depending on the patient (e.g. for children or the elderly).
- **Training with native speakers:** Communicating with Russian speakers, native speakers, can greatly improve your level of communication.
- **Using multimedia:** Watching videos and listening to audio on dentistry in Russian will also help improve your comprehension and pronunciation.

By using these methods, you can significantly improve your communication skills in Russian and become a more confident specialist.

Conclusion:

The Russian language plays a key role in the professional communication of a dentist, being the main tool for establishing effective interaction with patients, colleagues and other specialists. It contributes to the accuracy of the transmission of medical information, which is especially important for the diagnosis, treatment and prevention of diseases. The ability to use competent and understandable language helps the dentist not only to establish contact with the patient, but also to

convince him of the need for treatment, reduce the level of stress and fear of dental procedures. The importance of observing the norms of the Russian language and the use of specialized vocabulary allows dentists to describe medical cases more accurately, which is an integral part of their professional activities and support for the professional image of specialists.

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