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PSYCHOLINGUISTICS OF DOCTOR-PATIENT COMMUNICATION FEATURES

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ANNOTATION: Considered the psycholinguistic features of the speech of medical personnel, analyzed the speech of four medical specialists on the example of the ADTI clinic.
Key words: sociolinguistic, doctor, speech, linguistics, formal, informal, features.

An analysis of scientific literature shows that a great deal of work has been devoted to studying the psycholinguistic characteristics of the speech of medical personnel in domestic and foreign linguistics .
Psycholinguistics is a science that studies human speech activity (transformation of thought into words, understanding words), the psychology of speech, the relationship between language and the brain, analyzes the mechanisms of speech production and perception, helps in solving practical issues such as teaching native languages, foreign languages, and speech therapy . Psycholinguistics is, in fact, a new field. It is a new science that studies language, or rather, the aspects of language construction that are directly or indirectly related to the history of a language community, its profession, aspirations, connections with other language communities and their attitudes towards them, interests, lifestyle, literature, culture, spirituality, religious beliefs, and a number of other characteristics .
All this is an analysis of the sociolinguistic features of speech and a sociolinguistic approach to the problem of the linguistic norm of the modern literary language and, accordingly, to the speech of speakers.
emphasizes the relevance. Among the social factors influencing communication processes, the integration of language and speech as a means and method of communication into the interpersonal communicative structure of men and women is included. In this case, the interpersonal communicative interaction of men and women, in turn, can have a professional impact on another social factor. For example, communication between men and women can often be associated with the specific characteristics of their professional field. In this regard, the article examined the sociolinguistic features of the speech of medical personnel, namely, the speech of male and female doctors. To test the hypothesis and identify possible trends in the period from 2019 to 2021, ADTI The speech of four medical specialists from the clinic was analyzed. Two of them were men (orthopedic and surgeon), two were women (therapist and orthodontist). The subject of the analysis is the example of doctors' replica-stimulation used during the initial examination (consultation) and secondary examination (treatment) of the patient. The analysis of the speech of men and women of doctors includes the following speech stages:
1) sick with acquaintance , greeting (initial reception);
2) communication during consultation (initial appointment);
3) completion of communication (initial acceptance);
4) implementation of treatment (secondary appointment).
For ease of use, the following categories were given the following designations: general practitioner ("Therapist-E"), surgeon ("Surgeon-E"), orthodontist ("Orthodontist-A"),

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orthopedist ("Orthopedician-A"). The speech behavior of Therapist-E is characterized by the following features.

1) The patient is formally introduced: the doctor greets the patient, invites him to sit in the dental chair, and then states his name, patronymic, and the region where he works. says.
(Hello, please sit down. My name is ..., I am a dentist).

2) The next conversation is conducted in a question-and-answer format. The doctor asks a series of questions to determine the reason for the patient's visit; the tone of the speech is businesslike (What are the reasons for your visit?; Tell me what is bothering you; Are you satisfied with the aesthetics of your teeth?) Then the examination is carried out (Now we will begin the examination, are you comfortable?)

3) After the examination, the doctor will discuss the procedures to eliminate the cause of the patient's discomfort. If there is any change in movement, he will inform you about this and suggest several ways to solve the problem (The first thing we will do is to take an X-ray of your teeth, look inside everything, determine the cause, and based on this, write down the time of the next appointment with the nurse, and we will start the treatment at your next visit as soon as we receive the X-ray results). Then, the doctor will suggest going to the administrator to choose the next appointment time.

4) At the next appointment, the doctor will inquire about the patient's condition, the results of the examination,
looks at the picture, then gives comments to the patient; while explaining to the patient
tries not to use scientific terminology. From the explanation
Then, the doctor begins the treatment and gives instructions until the patient's next visit, says goodbye to the patient, and receives the next one.

Now, Injury-E. we will analyze the sociolinguistics of speech.

1) Getting to know the patient is quite formal: the doctor greets, invites the patient to take a dental course, then says his/her name, patronymic, and the region in which he/she works (Assalamu alaikum, please sit down. My. name is ...).

2) In addition, the doctor behaves more freely, smiles, jokes. He uses humorous phrases: Well, tell me how you managed to live like this; I am listening to you carefully, you can start complaining about your life and health. When discussing the problem with the patient, the doctor uses phrases (what horrors, how did you endure; what horrors are you talking about). After that, the doctor begins the examination (Well, now allow me to examine you, first I will put on my antique and super-duper gloves and get to know your wound better).

3) After the examination, the doctor explains the next steps and treatment methods. Since this almost always worries patients, the doctor uses a humorous tone to calm the patient and relieve their anxiety (of course, I know that I am a handsome and charming guy, so we will see you more often?! You will see me every day
You wanted to see me, right?! You need to be treated quickly, otherwise you won't be able to leave me...).

4) At the next appointment, the doctor calms the patient down, different stories
encourages with.

Later, we analyzed the speech of Orthodontist-A and Orthopedist-A. (female) and it turned out that Therapist-E.'s speech was similar to that of Orthodontist-A., a female doctor, in that it was formal. Orthopedist-A.'s speech, like that of Surgeon-E., was informal, friendly, and humorous. it was found that they use words like: Hello, good-bye, OK, gud in their speech.

Based on a study of the speech of male and female doctors, the following

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trends can be distinguished. 1. Introductions and greetings are absolutely the same for all doctors, regardless of gender and profile. 2. Male and female doctors are equally polite to patients and are constructive in learning and explaining information about the treatment plan. 3. Female doctors' speech can sometimes be as humorous and informal as that of men.
Thus, understanding and taking into account the specifics and trends of the sociolinguistic characteristics of male and female speech among doctors will allow future doctors to improve the process of communication with the patient in accordance with the basic principles of medical ethics.

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