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**INTRODUCTION**

Communication is fundamental for everyone living in society. As social creatures, humans naturally want to establish relationships with other humans. This aims to be able to know the surrounding environment, it does not rule out the possibility of knowing what is happening within oneself, this is what then this curiosity becomes the basis for humans needing to communicate. Communication is a process that allows humans to understand each other. It is said that because, "respect and mutual respect are the first laws when we communicate with other people because in principle humans tend to expect to be appreciated" (Effendy, 2005:22).

According to Carl I Hovland, communication is a process where someone transfers feelings, usually symbols or words, to change the behavior of other people. Furthermore, Fajar in his book entitled Communication Science: Theory and Practice states that: "Communication indeed takes place intentionally where the function of communication itself is to inform, educate, entertain, influence, influence" (Marhaeni, 2009:37). According to Carl I. Hovland in
Widjaja (2005:15) communication is a process where an individual conveys stimuli (usually symbols in the form of words) to change the behavior of another person or other individual. For this reason, there must be an understanding of the meaning in the process of conveying information in order to achieve harmonious and effective communication.

It is not uncommon in the world of health that communication activities are also carried out by doctors and paramedics to deal with all patients. One form of communication that is often carried out is interpersonal communication. Interpersonal communication that exists between doctors and paramedics towards patients is a relationship in the exchange of messages, experiences, thoughts, feelings and behavior with the aim of alleviating the patient's suffering and helping the patient recover more quickly from the illness they are suffering from.

Interpersonal communication in the world of health is known as therapeutic communication. Therapeutic communication is direct communication carried out by doctors and paramedics with patients to find out the patient's condition and response when examined, as well as the patient knowing the attention given by doctors and paramedic staff (Wijaya et al, 2000:34). The aim of doctors and paramedics in communicating with patients is to help, assist and ease the burden of illness suffered by the patient (Kariyoso, 2000:3).

From the perspective of therapeutic communication science, doctors and paramedics or nurses can provide communication services to patients through a verbal communication approach related to giving messages. Apart from verbal communication, non-verbal communication is also used in interactions between doctors and paramedics with patients through self-performance, voice intonation, facial expressions and sincere touch (haptics) so that patients feel calm, happy and comfortable during the treatment. healing process.

The results of research (Yularsih, The Messenger Journal, VI, 2, July 2014) state that therapeutic communication in the nursing ward is implemented quite well in the patient's healing process and can influence the level of patient satisfaction. Apart from that, research results (Lee at, al. Healthcare 2022, 10) state that communication skills can be used as basic data for developing a communication therapy program through interaction between patients and nurses. Apart from that, it is necessary to develop further research with standardized tools that can measure therapeutic communication abilities, especially based on the theory, it is necessary to develop therapeutic
communication promotion programs for patient care. Therapeutic communication is needed during the interaction and history taking process. Therapeutic communication is very important to apply when interacting with patients (Sari R et al, Kaganka Journal, 3, 1, April 2019).

To arrive at this argument, this article is divided into several sections. After the introduction, views on applying communication as a health therapy will be presented, followed by a section that presents the principles and techniques in therapeutic communication. With any patient, therapeutic communication has been carried out to assist healing, which will be discussed further. The main discussion focuses on the view that communication can be used as a health therapy. Before closing, we will explain the role of therapeutic communication in healing therapy for patients.

**METHOD**

The research method for literature review or literature study is that it contains theories that are relevant to the problems in the research taken by the researcher. Literature review or literature study is an activity that is required in research, especially academic research whose main aim is to develop theoretical aspects and aspects of practical benefit. This type of research is bibliography, according to Zed M (2004:82), it is explained that a bibliography is a list of information in books by authors or experts in various fields, expertise or certain publishers.

This research is entirely based on literature review or literature study. Therefore, the nature of the research is library research. The data collected and analyzed all come from literature and other documentation materials, such as articles in journals, as well as other relevant media and are still being studied. The data collected in this study are two types of data, namely primary data and secondary data. The data collection technique used by the author in this research is library research, namely by searching for data related to the discussion in the research title that the researcher took. In this research, relevant data was collected in various ways, namely by literature study, literature study, internet search.

**RESULT AND DISCUSSION**

Views on Applying Communication as a Health Therapy

The term communication originally came from the Latin word "Communicatio" meaning notification or exchange of ideas. This word was later adopted in English "Communication" meaning relationship. In Indonesian it is called "Communication". "Communicatio" comes from the Latin "Communis" which means to create
togetherness or build togetherness between two or more people” (Romauli, 2013:2). Communication takes place intentionally where the function of communication itself is to inform, educate, entertain, influence (Marhaeni, 2009:37).

The communication process is influenced by various factors such as emotions and relationships. Just as a nurse always communicates with patients in providing care, in this condition a nurse's emotions greatly influence the message conveyed to the patient. Therefore, a nurse must realize that her role is as a provider of messages that can improve message conditions, just like a doctor does. Basically, communication can change the patient's attitude and behavior, this is the basis that messages in communication must be conveyed well without making the patient's condition worse, can raise the spirits of other people. Messages in communication should be able to raise the spirits of other people, because communication is a delivery process. thoughts and feelings towards other people and this then become the basis that communication can change a person's attitudes and behavior.

A patient or person who is physically ill is "a person who, to a greater or lesser extent, feels that he is being made passive or, perhaps better, is being made inactive, especially if he is hospitalized" (Abineno, 2002:4). They are filled with fear, worry, disappointment due to illness, family problems, economic pressure and so on. The reality shows that the needs of patients treated in hospitals are different or not the same. There are those who need conversation, counseling or guidance, comfort and so on. According to J.L.Ch. Abineno, "Sick people must see disease as an enemy that must be fought and destroyed" (Abineno, 2002:4).

Basically, patients do not only feel physical suffering but include mental and mental aspects. It is not uncommon for certain communication messages to cause anxiety in them due to the pain they are experiencing. This is why the role of therapeutic communication carried out by doctors and paramedics is very important as a form of mental and mental calming so that the patient's condition remains normal. In other research, it is stated that therapeutic communication can increase the ability to control hallucinations (Apriliania, Journal of Nursing, 16, (2), 2020. 73), this often occurs in patients with psychiatric disorders. This proves that communication can be used as a healing therapy, both physically and non-physically, basically all illnesses will affect the mental health of each sufferer.

Good therapeutic communication from a medical professional, such as a doctor or nurse, can give patients
confidence. In this case, the outward impression or appearance of doctors and paramedics as well as friendliness starting from a smile that is full of sincerity, neatness in dress, a familiar attitude, a way of speaking that gives an attractive impression, and personal character with a wise temperament are very much needed to become the first medicine for patients (Rakhmat, 2005:260). Therapeutic communication is communication that prioritizes empathy in providing attention to patients, therefore it is very important for all medical personnel to use communication to calm the patient's mental health regarding the illness they are suffering from, which of course can affect the patient's mental health. Thus, communication becomes the main therapy in the healing process.

**Principles and Techniques of Therapeutic Communication**

The principles of therapeutic communication according to Devito (2016), and Chichirez & Purcărea (Chichirez, Journal of medicine and life, 11(2), 119–122), which health workers need to understand are as follows:

**Openness**

Having an understanding that in effective interpersonal communication, individuals must be open to the partners they interact with, willing to open up and provide information, then willing to admit their feelings and thoughts, and also take responsibility for them. So that interpersonal communication can produce effective interpersonal relationships and improve cooperation, we need to be open.

**Empathy**

Empathy is a person's ability to put himself in the position or role of another person. In the sense that someone is emotionally and intellectually able to understand what other people feel and experience.

**Supportive attitude**

A supportive attitude is an attitude that reduces defensive attitudes in communication which can occur due to personal factors such as fear, anxiety, etc. which cause interpersonal communication to fail, because defensive people will protect themselves more from threats that are responded to in communication than understanding. others.

**Positive attitude (Positiveness)**

Have positive behavior, namely thinking positively towards yourself and others. When you are tired, bored, or under pressure (for example, late for an appointment with a patient), you may have the habit of "one size fits all" and do it quickly and efficiently. However, this behavior can give rise to opportunities for
treatment requests to be ignored, small nonverbal information such as anxiety, patient confusion, the patient's desire to complain about their illness (Burleson, 2003). This situation can worsen the quality of health worker-patient communication.

Dilangsir from American Nurse (myamericanurse.com/, accessed 30 September 2023) means “Therapeutic communication is a collection of techniques that prioritize the physical, mental, and emotional well-being of patients. Nurses provide patients with support and information while maintaining a level of professional distance and objectivity. With therapeutic communication, nurses often use open-ended statements and questions, repeat information, or use silence to prompt patients to work through problems on their own.” Therapeutic communication is a collection of techniques that prioritize the patient's physical, mental, and emotional well-being. Nurses provide support and information to patients while maintaining professional distance and objectivity. In therapeutic communication, nurses often use open-ended statements and questions, repeat information, or use silence to encourage patients to work through their own problems.

**Therapeutic Communication**

Techniques, there are various therapeutic communication techniques that nurses can apply into their practice:

**Using Silence**

Sometimes, it helps not to talk at all. Intentional silence can provide an opportunity for the nurse and patient to think about and process what will happen next in the conversation. This may give patients the time and space they need to talk about new topics. The nurse should always allow the patient to break the silence.

**Accept**

Sometimes it is important to acknowledge what patients say and affirm that they have been heard. Acceptance is not necessarily the same as approval; simply make eye contact and say, “Yes, I understand.” Patients who feel like their nurses are listening and taking them seriously are more likely to accept care.

**Provide recognition**

Recognition acknowledges the patient’s behavior and highlights it without overt praise. Compliments can sometimes be seen as condescending, especially when they involve routine tasks like making the bed. However, saying something like “I noticed you've taken all your medication” will draw attention to the action and
encourage it without requiring praise.

Offer Yourself

A hospital stay can be a lonely and stressful time; when nurses offer their time, it shows that they value the patient and that someone is willing to give them time and attention. Offering to stay over for lunch, watch a TV show, or just sit with the patient for a while can help improve their mood.

Provide Wide Openness

Therapeutic communication is often most effective when the patient directs the flow of the conversation and decides what to talk about. To that end, give the patient a broad opening such as “What are you thinking about today?” or “What do you want to talk about?” can be a good way to give the patient the opportunity to discuss what is on his mind.

Active Listening

By using nonverbal and verbal cues such as nodding and saying “I understand,” nurses can encourage patients to continue talking. Active listening involves showing interest in what the patient is saying, acknowledging that you are listening and understanding, and engaging with them throughout the conversation. The nurse can provide general instructions such as “What happens next?” to guide the conversation or move it forward.

Seek clarification

Similar to active listening, asking patients for clarification when they say something that is confusing or ambiguous is important. Say something like, “I’m not sure I understand. Can you explain it to me?” helps nurses ensure they understand what is actually being said and can help patients process their ideas more thoroughly.

Placing Events in Time or Sequence

Asking questions about when certain events occur in relation to other events can help patients (and caregivers) get a clearer picture of the overall picture. This forces the patient to think about the sequence of events and may prompt them to remember something they would not otherwise remember.

Make observations

Observing a patient’s appearance, mannerisms, or behavior can help draw attention to areas that may be causing them problems. Observing that they look tired may prompt the patient to explain why they have not been getting enough sleep lately; making the observation that they have not eaten much may lead to the discovery of new symptoms.
Encouraging Perception Description

For patients experiencing sensory problems or hallucinations, it can be helpful to ask about these questions in an encouraging, non-judgmental way. Phrases like “What do you hear now?” or “What do you think it would be like?” giving patients encouragement to explain how they feel without viewing their perceptions negatively.

Encourage Comparisons

Often, patients can draw on experiences to address current problems. By encouraging them to make comparisons, nurses can help patients find solutions to their problems.

Summarizing

It is often useful for the nurse to summarize what the patient said after the event. This shows the patient that the nurse is listening and allows the nurse to document the conversation. Ending the summary with a phrase like “Does that sound right?” give the patient explicit permission to make corrections if necessary.

Reflect

Patients often ask nurses for advice about what they should do about certain problems or in certain situations. Nurses can ask patients what they think they should do, which encourages patients to take responsibility for their own actions and helps them find their own solutions.

Focus

Sometimes during a conversation, the patient mentions something very important. When this occurs, the nurse can focus on the statement, encouraging the patient to discuss it further. Patients do not always have an objective perspective on what is relevant to their case; as an impartial observer, the nurse can more easily choose topics to focus on.

Facing

Nurses should only implement this technique after they have established trust. It is important to patient care to disagree with them, present the reality to them, or challenge their assumptions. Confrontation, when used properly, can help patients.

Doctors and paramedics, media personnel, whose presence is always awaited by sick patients when they are in the hospital and are willing to queue and wait for a long time, communication is the main step in creating relationships in providing support to patients. From here a patient's confidence will emerge in getting healing with the hope given through the message conveyed to become a positive suggestion for the body. Communication greatly influences the health condition of the patient, therefore the aim of health communication is one of therapy for
patients in adapting to the disease they suffer from.

Liliweri (2009) provides several benefits of health communication as follows: (1) Able to understand the interaction between the health sector and individual or group behavior. (2) Able to increase individual awareness of health issues. (3) Able to carry out intervention strategies at the community level. (4) Able to deal with disparities in health care between ethnicities or races within a community group. (5) Able to present an overview of skills in health care efforts, as a form of advocacy and disease prevention carried out by the health service system to the community.

Apart from the benefits, the following are the functions of health communication: (1) As a medium for conveying health messages, for example: information about signs and symptoms of disease, preventive efforts, promotive efforts and rehabilitative efforts. (2) To disseminate Health Education information. (3) To convey messages and mandates. (4) To change and improve healthy behavior.

**The Role of Therapeutic Communication in Helping Healing**

Therapeutic communication is needed during the interaction and history-taking process because most of these activities are interpersonal communication activities aimed at healing or prevention processes in Antenatal services (Sari et al, Kaganga Journal, 3, (1), April 2019, 19). Therapeutic communication can also be carried out for patients with mental disorders. Communication in nursing is very important because communication is a tool or method of therapy in helping the patient carry out the process optimally. Other research (Tamonob et al, Communication Student Journal, 3, No. 1, April 2023: 36-51) shows that the role of nurses in carrying out therapeutic communication techniques with patients is very important in the nursing process provided to support success in the patient's recovery process.

Good communication between doctors, nurses and patients plays a very important role in the patient's recovery process. This is because the patient's recovery is not solely due to medication but also the patient's strong motivation to recover, and communication really helps foster this motivation. Apart from that, communication also helps patients to be free from stress and excessive worry so that physically the healing process is faster, because it is assisted by a conducive mental atmosphere (Surlia, 2014: 24). The results of other research indicate that therapeutic communication in the nursing ward is implemented quite well in the patient's healing process and can influence
the level of patient satisfaction as a customer. This can be seen from the results of the initial communication between the doctor and the patient, which is the answer to the patient’s physical condition (Yularsih, The Messenger Journal, VI, 2, July 2014: 15).

Using the phenomenological method (Lee et al, Healthcare 2022, 10, 2403) to gain an in-depth understanding of the therapeutic communication experience of nurses caring for patients, it has been confirmed that nurses have the core competencies to carry out therapeutic communication as professional nurses, form partnerships with patients, gain the ability clinical performance, and implementing efficient institutional improvements to solve problems. The findings of this study can improve the provision of high-quality nursing to patients. The therapeutic communication skills of nurses caring for hematological cancer patients. In addition, the findings can be used as basic data for the development of a communication therapy program through interaction between patients and nurses. Based on the research results, it is necessary to develop further standardized research that can measure therapeutic communication skills, moreover, based on the theory, it is necessary to develop a therapeutic communication promotion program for the care provided by nurses to patients.

Communicating and interacting with many people really requires patience and of course the ability to understand and listen to complaints from other people, whether with the patient himself, the patient's family, with doctors, nurses and other staff. One example of doctor and patient communication is during an interview or what is usually called an anamnesis. Doctors, as the first opener of communication, do not only act as medical professionals, but must also act as good communicators and communicants (Rumainur, 2020: 188).

In the history, the doctor finds out what complaints the patient is feeling. The doctor must have the beginning, middle, and end of the conversation right. This means that the doctor shows appreciation for the patient through greetings, showing a friendly attitude, asking about complaints he has, getting as much information from the patient as possible in order to diagnose the disease correctly. The main aim of anamnesis is to obtain information from the patient, so it is mandatory for a doctor to build communication that is comfortable and expressed well. Even in the Koran, it has been emphasized that Allah SWT does not like bad words, so speak kind words to other people. Q.S An-Nisa verse 148 which reads:
From an Islamic perspective, communication is an inseparable part of human life because all our movements are always accompanied by communication. The communication in question is Islamic communication, namely communication with al-ka'rimah or ethical morals. Communication with al-ka'rimah morals means communication that is based on the Al-Quran and hadith. There are 6 (six) principles of Islamic Communication according to Jalaluddin Rakhmat in Saefullah (2007:67-102) which serve as guidelines for communicating with others, namely:

Qaulan Sadida Principle

Qaulan Sadidan means correct and honest conversation. In communication, it is known as a message that is straight to the point, does not lie and is not complicated.

Principles of Qaulan Baligha

The word baligh means eloquent, clear in meaning, clear and precise in expressing what is desired. Therefore, the principle of qaulan balighan can be translated as the principle of effective communication.

Qaulan Ma'rufa Principles

The word ma'rufan means good, good words are words that create a sense of calm and peace for the person who hears them, both when communicating between one person and another (interpersonal communication) or when communicating with many people (group communication).

Qaulan Karima Principles

Qaulan Kariman means that the words spoken are good words, pleasant to hear and sweet to feel. Words with good
words that reflect glory.

_Qaulan Layyina Principles_

Qaulan Layyinan means gentle speech so that the message conveyed can touch the heart and be received as a good and interesting message.

_Qaulan Maysura Principles_

The principles of Qaulan Maysura are guidelines for communicating using language that is easy to understand and relieves feelings so that it is easy to digest in thoughts and feelings.

**CONCLUSION**

Communication is one of the steps that can be taken by medical professionals to provide encouragement or support to patients, this aims to ensure that the patient does not become depressed from the message conveyed by what is happening to him. Therefore, principles and techniques are needed in communication as health therapy, this is interpersonal communication which can be carried out as therapeutic communication to patients. The essence of interpersonal relationships in therapeutic communication is warmth, sincerity, empathetic understanding and positive attention. Ideally, a doctor and paramedical staff as communicators are able to show attention, through messages through soft words to the patient, so that they can help the patient as a communicant in the healing process.

Communication is an inseparable part of human life because all forms of speech, movement and steps become meaning in communication. Communication must be a reflection of ethics. From an Islamic perspective, as a communicator you must have the principle of kindness when speaking, in providing services to patients it is your responsibility to create therapeutic communication that upholds ethics. Therapeutic communication is implemented quite well in the patient's healing process and can influence the level of patient satisfaction. This can be seen from the results of the initial communication between the doctor and the patient, which is the answer to the patient's physical condition so that he is free from stress and excessive worry so that he is physically better. fast in the healing process, because it is assisted by a conducive mental atmosphere.

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