



VOICE MODULATION IN PATIENT COMMUNICATION

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Abstract:

Voice modulation is an important terminology used in patient communication, There are different components in voice modulation and when to use them which is discussed in this article

Key words: Voice modulation, Tone, Pitch, Pause, Pace, Power, Tempo

Voice modulation is a very important aspect in patient communication .1[It refers to the intentional adjustment of pitch, pace, volume, and tone to convey feelings thoughts expressions, accuracy in conveying , and authority with professionalism. It builds confidence]1, reduces medical anxiety, and ensures patients are completely informed about proposed treatment plan with an evidence based diagnosis .

These are the 4Ps of voice modulation in patient communication: Power, Pitch, Pace, volume and Pause

Effective voice modulation consists of five core elements that must be dynamically balanced based on the situation:

- **2[Tone/power:** Speak with a warm gentle and soothing tone . This will build a good rapport during sensitive issues or discussions while an even, firm or assertive tone projects clinical acumen and decision making confidence.]2
- **Pace (Tempo):** Speak slowly at speed of 120/150 words so that patient understands the instruction given ,At the same time it reduces stress and anxiety
- **Pitch (High vs. Low):** Low pitched voice encourages calmness, steadiness and authority High pitch voice encourages firmness in clinical decision making
- **1(Volume:** Keep your volume medium and audible. Reducing your volume slightly can encourage a patient to share sensitive and non voicable symptoms.)1
- **Pauses:** This component helps the patient to tide through an undigestable situation or anxiety ,Allows to give gap to come to normal

It is a very important clinical skill that directly imparts patient trust, emotional comfort, and following the medical advice.

Why Modulation Matters

- **Emotional Support;**2(A milder tone expresses concern, which is very important when opening up with a difficult news /situation or attending to an anxious patient)2
- **Trust & Clarity:**By conveying exactly what has to be spoken brings trust and belief in a patient .
- **Information Retention:** By giving breaks or pauses it helps patients assimilate a tough situation or tide through a difficult situation

Voice Modulation and where to use

Adapting your speech effectively involves specific shifts in vocal mechanics:



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Vocal Element	Clinical Technique	When to Use It
Pace (Speed)	Slow down to 120–140 words per minute	Dignosis and planning , Instructions .given to patient regarding medicine treatment plan and so on
Volume	Milder voice	Discussing symptoms or a stressed out patient
Pitch	Reduced pitch	When facing un avoidable situations ,frustrated patients
Pauses	Pause/break	When patient is thinking when he is stressed out or in difficult situation

Best Practices & Practical Exercises

- Some evidence based strategies successfully used are as follows
- Match the Patient:** If he is enthusiastic patient lively with energy boost up to his energy level or else maintain a lower tone
- Avoid "Upspeak:** Do not remain silent if raising voice at end of medical statements shows uncertainty
- Deep Breathing:** Deep breathing before entering into conversation makes sure pitch will not increase and ease through difficult situations
- Review Consultations:** Recording conversations where allowed helps avoid mistakes in future as by the saying one learns from his own mistakes

Conclusion:

Voice modulation is a very viable tool in patient communication It must be precisely and wisely used to achieve patient rapport and belief

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