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## Role of empathy in health delivery



**Cyriac Mathew**

University of Newcastle, Australia

Empathy is the sensitive capacity to understand other's thoughts, feelings and struggles through that person's perspective. Clinician's ability to demonstrate empathy during their encounter with the clients is the cornerstone of building rapport. Strong relationship between clinician and clients is probably the most important factor in bringing behavioral change and better adherence to treatment. Empathy facilitates patient recovery and clinician satisfaction. Everybody working in health industry should be taught and trained to practice empathy. However, empathy is not part of the medical or allied health curriculum in most countries. The presenter will explain the concept of empathy in detail with the help of several short videos. At the end of the presentation, the listener will be able to understand the importance of empathy and learn basic skills to practice empathy in the routine clinical work.

### Biography

Cyriac Mathew is a Senior Consultant Psychiatrist with more than 30 years of clinical experience. He was awarded MD in Psychiatry by Dr. MGR Medical University, India, in 1997, and received the Fellowship of Royal Australian and New Zealand College of Psychiatrists, in 2007. Currently, he is the Clinical Director of Newcastle Mental Health Service and Conjoint Senior Lecturer, University of Newcastle. He is actively involved in the training and supervision of Undergraduate Medical Students, Post-graduate Trainees in Psychiatry in addition to the teaching of Allied Health Staffs.

[cyriac.mathew@hnehealth.nsw.gov.au](mailto:cyriac.mathew@hnehealth.nsw.gov.au)

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