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Abstract

Patient-centredness represents a key issue in medical and health-care settings to enhance patient satisfaction and positive health outcomes. The present study investigates the perception and evaluation of medical encounters by doctors and elderly patients (65+ years of age). Since doctor and patient do not necessarily speak the same maternal language, special emphasis will be given to the effects of language on the evaluation of the encounter. The research questions will be explored by a mixed-methods design. Interviews will be conducted with both practitioners and patients after their first encounter and these will be analysed by Interpretative Phenomenological Analysis. Based on the results of the interviews, a questionnaire on doctor-patient interaction in geriatric contexts will be elaborated and validated by a larger sample of patients and practitioners. The results will allow giving indications for the improvement of communication with elderly patients in a multilingual setting.