"What do you think I should do?": Understanding intercultural medical communication in general practice

Schinkel, S.

Citation for published version (APA):

General rights
It is not permitted to download or to forward/distribute the text or part of it without the consent of the author(s) and/or copyright holder(s), other than for strictly personal, individual use, unless the work is under an open content license (like Creative Commons).

Disclaimer/Complaints regulations
If you believe that digital publication of certain material infringes any of your rights or (privacy) interests, please let the Library know, stating your reasons. In case of a legitimate complaint, the Library will make the material inaccessible and/or remove it from the website. Please Ask the Library: https://uba.uva.nl/en/contact, or a letter to: Library of the University of Amsterdam, Secretariat, Singel 425, 1012 WP Amsterdam, The Netherlands. You will be contacted as soon as possible.
“What do you think I should do?”

Understanding intercultural medical communication in general practice

Sanne Schinkel
“What do you think I should do?”
Understanding intercultural medical communication in general practice

Sanne Schinkel
“What do you think I should do?”
Understanding intercultural medical communication in general practice

ISBN: 978-94-6203-941-4

© Sanne Schinkel
Amsterdam, 2015

The Amsterdam School of Communication Research (ASCoR)
Department of Communication, University of Amsterdam
PO Box 15791
1001 NG Amsterdam
The Netherlands

All rights reserved. No part of this publication may be reprinted, reproduced or utilized in any form or any electronic, mechanic, or other means, now known or hereafter invented, including photocopying and recording of any information storage or retrieval system, without the permission of the author. Exceptions are allowed in respect of any fair dealing for the purpose of research, private study or review.
Promotiecommissie
Promotoren: Prof. dr. J.C.M. van Weert
            Universiteit van Amsterdam
            Prof. dr. S.J.H.M. van den Putte
            Universiteit van Amsterdam
Copromotor:  Dr. B.C. Schouten
            Universiteit van Amsterdam
Overige leden: Prof. dr. M. Deveugele
              Universiteit Gent
              Prof. dr. E.M.A. Smets
              Universiteit van Amsterdam
              Prof. dr. E.G. Smit
              Universiteit van Amsterdam
              Prof. dr. K. Stronks
              Universiteit van Amsterdam
              Dr. M.E.T.C. van den Muijsenbergh
              Radboud Universiteit/Pharos

Faculteit der Maatschappij- en Gedragswetenschappen
Voor mijn ouders
<table>
<thead>
<tr>
<th>Page</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Chapter 1: Introduction</td>
</tr>
<tr>
<td>19</td>
<td>Chapter 2: Information needs and communication outcomes</td>
</tr>
<tr>
<td></td>
<td>Are GP patients' needs being met? Unfulfilled information needs among Dutch and Turkish-Dutch GP patients</td>
</tr>
<tr>
<td>35</td>
<td>Chapter 3: Health information-seeking, patient participation and communication outcomes</td>
</tr>
<tr>
<td></td>
<td>Does media use result in more active communicators? Differences between Dutch and Turkish-Dutch patients in information-seeking behavior and participation during GP consultations</td>
</tr>
<tr>
<td>53</td>
<td>Chapter 4: Cultural and communication barriers of patient participation</td>
</tr>
<tr>
<td></td>
<td>Differences in cultural values and communication styles: Perceived barriers in intercultural medical encounters</td>
</tr>
<tr>
<td>67</td>
<td>Chapter 5: The match between preferred and perceived patient participation and the role of the doctor-patient relationship</td>
</tr>
<tr>
<td></td>
<td>Concordance in primary care: a good strategy to improve communication with migrant patients?</td>
</tr>
<tr>
<td>83</td>
<td>Chapter 6: Summary and discussion</td>
</tr>
<tr>
<td>97</td>
<td>References</td>
</tr>
<tr>
<td>109</td>
<td>Author contributions</td>
</tr>
<tr>
<td>111</td>
<td>Nederlandse samenvatting</td>
</tr>
<tr>
<td>121</td>
<td>Dankwoord</td>
</tr>
<tr>
<td>124</td>
<td>Curriculum vitae</td>
</tr>
</tbody>
</table>