



## DEPARTAMENTO CIENTÍFICO DE ENDOCRINOLOGIA

### **Reflexões médicas: “*History taking - the art of listening*”**

\*Crésio Alves (BA)

“Effective listening involves all the senses, not merely the ears. Practicing the art of medicine requires not only expert knowledge of disease but an appreciation of the intimate detail of a patient’s emotional life usually presumed to be within the province of the psychiatry. The need for complex involvement with patients is never alluded in medical texts or mentioned during medical training. To succeed in healing the doctor must be trained, above all else, to listen. Attentive listening is itself therapeutic. Few great books expose the human condition more clearly than a patient who has permitted one to look deeply into his or her eyes.

In the brief time available to take a history, the aim is to obtain, in addition to essential facts, insight into the human being. This seems easy, but listening is the most complex and difficult of all tools in the doctor’s repertory. One must be an active listener to hear an unspoken problem.”

**Bernard Lown  
(*The lost art of healing*)**