PRIMERA RELACIÓN ENTRE PACIENTE Y PROFESIONAL DE LA SALUD: RITUALES DE INTERACCIÓN Y ESTRATEGIAS DISCURSIVAS EN LA ENTREVISTA PODOLÓGICA

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ABSTRACT: We will analyze a corpus of first-time medical encounters between a podiatrist and his new patients in a bilingual and post-rural context. Our aim is to describe the principal ritual steps of these medical encounters and the main strategies carried out by podiatrist and patients to design their ethos and establish empathy in order to improve communication and health cooperation. A central subject of this paper is the genre (or genres colony) involved in these processes as a previous construction of social reality. Humor, deference, didactic explanations, code switching (Spanish/Catalan) as well as the effects of simultaneity of speech and physical acts along the clinical encounter are factors that play an important role in the interaction. Our paper works on premises and references applied in our previous research on health and language, but it shares the main principles of the framework of the Bronckart’s model of Sociodiscursive Interactionis (ISD).

KEYWORDS: medical encounters; discourse strategies; podiatry; empathy; ethos