

Communication can be defined as a transaction and message creation. By listening, nurses assess the situation and the problems of the patient; they enhance his/her self-esteem and integrate both the nursing diagnosis and the process of care at all levels (5). The therapeutic relationship is an important prerequisite to effective communication between health professionals and patients in order not only to transmit information, but also to effectively address mental processes which are activated by it. The communication between health professionals and patients include the ability to express sincere concern for the care of the patient and the patient becomes a partaker of this interest (9). This non-verbal communication is expressed by facial expressions, gestures, posture and physical barriers such as distance from the interlocutor (13). Communication assists in the performance of accurate, consistent and easy nursing work, ensuring both the satisfaction of the patient and the protection of the health professional. The decoding of the messages is based on individual factors and subjective perceptions.