

## Health communication in children's health: study on the perception of pediatricians at different care levels

### Abstract

Whereas different health services engender specific cultures which influence the way they interact and communicate, we made a comparative study was conducted in two levels of care in the field of Children's Health. In this case, pediatricians of a outpatient health center and a hospital were interviewed in order to seek to describe, analyze and understand their perceptions in regard to communication within the triad doctor-patient-guardian. Factors that facilitate and disrupt communication were identified along by strategies for handling with difficulties; participation of the guardian and the patient in consultation; care routine and influence of institutional aspects. Results highlight that professionals work based on a profile of each institutional design. In primary assistance, user welcoming care and patient participation is emphasized, while at medium and high complexity care levels point out the examinations and the presence of the companions is a pivotal spotlight. We recommend further studies on the topic, especially with the use of observational methods.

*Key-words:* Pediatrician-patient relationship; Children's health; Health communication.