

ABSTRACT

With the entry of the COVID-19 Virus in Indonesia, the government built the Wisma Atlet Kemayoran as the main COVID-19 referral hospital for the society who were confirmed positive as a health quarantine place. However, there are patients who are not used to seeing nurses using personal protective equipment, causing fear that can interfere with communication between nurses & COVID-19 patients. This study aims to describe how interpersonal communication occurs between nurses and COVID-19 patients and the obstacles. This research uses qualitative research methods with constructivism paradigm & grounded theory approach. The theory used is interpersonal communication from Joseph A. DeVito by applying aspects of a humanistic approach such as Openness, Empathy, Supportiveness, Positiveness & Equality. The data collection methods of this research are in-depth interviews, participatory observation & documentation. The results of the study illustrate that interpersonal communication between nurses & COVID-19 patients at Wisma Atlet Kemayoran begins through an approach by applying a positive attitude & empathy to achieve patient openness & then providing support to patients. By implementing these four aspects, it creates equality & closeness between nurses and COVID-19 patients at Wisma Atlet Kemayoran so that they can help the patient's health recovery. Then found communication barriers in the form of prejudice & language differences.

Keywords: *Interpersonal Communication, COVID-19, Wisma Atlet Kemayoran*