

ABSTRACT

Building relationships based on trust and openness through therapeutic communication is essential for healthcare providers to identify and address the problems experienced by patients. Elderly patients differ from the general patient population, there are physiological and psychological factors in elderly patients that can impede effective communication. Ineffective communication can increase uncertainty for patients. This research aims to identify effective therapeutic communication strategies between doctors and elderly inpatients at Nadhifa Al-Ghiffari Clinic in Bandung. This research utilizes theoretical perspectives from Uncertainty Reduction Theory to examine the communication strategies employed by doctors when handling uncertainty and therapeutic communication barriers with elderly patients. This research adopts a qualitative approach. The informants in this study include five individuals, with data collected through in-depth interviews, direct observation, and document analysis. The results indicate that doctors have successfully implemented stages and techniques of therapeutic communication with elderly inpatients at Nadhifa Al-Ghiffari Clinic in Bandung. Additionally, doctors have employed both active and interactive communication strategies. Active strategies are used when communicating with third parties such as the patient's family, while interactive strategies are used when doctors communicate directly with elderly inpatients.

Keywords: *communication barriers, doctor communication, elderly patients, therapeutic, uncertainty reduction.*