

Annotation

THE HEALTH WORKERS' DEALINGS WITH MEMBERS OF ROMANY COMMUNITY - PECULIARITIES OF COMMUNICATION

The theoretical part of this work informed about history, traditions, values, and the specific communication style of Romany ethnic minority. Lack of understanding to these factors can lead to unnecessary misunderstanding between Romany patients and health workers.

The main targets of empirical part were to find out how the health workers dealt with the Roma and what experience they attained with these patients. Further aim of this research were to learn about their foreknowledge of Romany minority. There were 132 health workers who filled in the questionnaire.

The hypothesis of applying an equal approach was confirmed. Over 50% of interviewed had predominantly negative experience. The hypothesis of lack of information about cultural customs of Romany minority was confirmed, but only about 20% of interviewed wanted more information.

Health workers should applied an individual approach to Roma patients in accordance with transcultural principles. Better foreknowledge could improve mutual communication and reduce amount of conflicts between the members of Romany community and health workers.