

REVIEW OF LITERATURE

Computer Mediated Communication is defined as any human communication that occurs through the use of two or more electronic devices (Wikipedia). Computer Mediated Communication (CMC) is communication that takes place through, or is facilitated by, computers. Examples include Usenet and e-mail, but CMC also covers real-time chat tools like lily, Internal Revenue Code (IRC), and even video conferencing (Dictionary.com). Computer Mediated Communication is where the trend of correspondence is headed in our world today and has become a part of everyday life. Through this research it is noted that there are a lot of recent studies of CMC regarding education in classroom, education via distance learning, marketing, social psychology and interaction. There is little or no research on CMC between Primary Care Physicians (PCP) and other Specialist caring for the same patient. There is one current study now saying communication failures between physicians and nurses are one of the most common causes of adverse events for hospitalized patients, as well as a major root cause of all sentinel events. (Manojlovich, et al 2015) This is a four-year study, which is on-going at the time of this review.

COMPUTER MEDIATED COMMUNICATION

Computer Mediated Communication can be generally divided into two forms synchronous communication and asynchronous communication (Chin, 2016). Synchronous communication happens in real-time and asynchronous communication does not happen in real time. Examples of synchronous communication include phone call, video call, Face Time, Skype where the communicants are engaged with each other. In asynchronous communication the communicators are not engaged and respond at

their convenience, examples include email, instant messaging, Facebook (social media), and text messaging. Most CMC are asynchronous. This poses a real concern in the medical field where effective communication is vital to the wellbeing of the patient. There are several advantages and disadvantages of CMC in general. One advantage being that businesses do most of their communicating through the computer: Many businesses rely heavily on email for their communication medium so they can share documents and information quickly. (Dee 2014) Another advantage being one of the biggest benefits of the virtual office is the ability to join together the best resources to accomplish a task irrespective of their location (Crum, 2012). The downside is losing basic communication skills: With the advancement of computers people are starting to only communicate through the computer and not face to face. Basic communication skills are essential for jobs and everyday life (Dee, 2014). A drawback which should come as no surprise that one of the biggest risks faced amongst virtual teams is miscommunication (Crum 2012). While there exists good in technological advances, the human factor remains and there are bound to be errors. CMC serves as a continual documentation of a patient's medical records as each PCP and Specialist writes in their findings. This is to help facilitate the knowledge each doctor shares with the others. Since this CMC is asynchronous, the other physicians are responsible to follow up with the new findings before an appointment with the common patient.

EFFECTIVE COMMUNICATION

Effective communication is, "A two way information sharing process which involves one party sending a message that is easily understood by the receiving party. Effective communication by business managers facilitates information sharing between company employees and can substantially contribute to its commercial success." (businessdictionary.com) In the Medical field it is important that the exchange of information from a group of physician, namely a Primary Care Physician and other Health Specialists, be accurate and effective between them. The purpose of this research is to determine if the

use Computer Mediated Communication is effective enough to give their patient the proper care. The question remains, "How effective is Computer Mediated Communication between a Veteran's Primary Care Provider and the other Medical Specialist?"

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