Transfer of information from one person (sender) to another person (receiver) is known as communication. However effective communication takes place when a receiver receives and interprets the message in the same way as it is sent by the sender. Importance of effective communication increases when it takes place in sensitive fields such as health care settings, psychiatry, medicine, police, judiciary etc. that require collaboration as well as vigilance for indepth investigation to make right decisions.

Communication, apparently simple but is a multi-dimensional, complex, dynamic, and context dependent phenomenon that plays a key role in health care settings from diagnostic assessment to treatment plan till patients’ satisfaction after treatment. Though medical professionals try to use effective therapeutic communication to reduce anxiety, stress, and pain and provide healthcare services such as right diagnosis followed by treatment yet patients experience multiple communication issues during their stay at the hospital (Downey & Happ, 2013). Studies (e.g., Junaid & Rafi, 2019; Parida, 2021; Amoah et al., 2019) have shown that if there are barriers in patients and doctors’ communication it may lead to wrong diagnosis and ultimately wrong treatment of the disease.