

Professionalism: Commitment to high standards of professional conduct, demonstrating altruism, compassion, honesty and integrity. Follow principals of ethics and confidentiality and consider religious, ethnic, gender, educational and other differences in interacting with patients and other members of the health care team [1].

Altruism: feelings and behavior that show a desire to help other people and a lack of selfishness.

According to the Merriam-Webster dictionary, Altruism refers to a quality possessed by people whose focus is on something other than themselves, and its root reveals the object of those generous tendencies. Altruism derives from the French word *autrui*, meaning "other people." *Autrui* in turn developed from the Old French term *autre*, which means "other" and which itself comes from Latin *alter*, also meaning "other." That Latin source eventually caused a curious thing to happen. Under the influence of *alter*, the French *autrui* gave rise to the *altrui-* of both the French *altruisme* and the English *altruism*. The English term has been in use since at least the mid-1800s [2].

Types of Medical Jargon:

Technical Jargon: includes acronyms, words and phrases representing biological conditions, clinical procedures, directions for treatment of a patient, laboratory results and drug names. Examples: NPO (nothing by mouth); CABG (coronary artery bypass graft); AMA (against medical advice) [3].

Euphemisms: a word or phrase that is less expressive, but considered less distasteful, than another [4]. A mild or pleasant word or phrase that is used instead of one that is unpleasant or offensive [5]. Examples: passed away; frequent flyer.

Initiatory Jargon: includes initiatory terms and phrases, language conveying a sense of affinity to the professional group [3]. Examples: on board (referring to having given a medication); turfed/dumped (referring to a patient transfer to another service or ward); hit (a new admission) [3].

Derogatory Jargon: terms with common derogatory connotations [3]. Examples: batting for the other side (instead of homosexual); turfed/dumped (referring to a patient transfer to another service or ward); gorked (overly medicated or under the influence of mind-altering substances).

Medical Ethics: the principles of proper professional conduct concerning the rights and duties of the physician, patients and fellow practitioners, as well as the physician's actions in the care of patients and in relations with their families [6].

Professional Competence: the ability to apply clinical knowledge and to provide care within the accepted standards of clinical practice, which includes providing appropriate expertise as well as adequate time and attention to meet each patient's needs responsibly. Includes using innovative treatments, consulting with other physicians, practicing only within one's field of expertise [7] and using evidence-based medical practice.

Dual Agency or Dual Roles: psychiatrists may have competing obligations that impact interactions with patients (7). Competing agencies can include the patient, patient's family members, institutions or employers and insurance companies.

Informed Consent: an ongoing process that involves disclosing information important to the patient and/or decision maker, ensuring the patient/decision maker has the capacity to make treatment decisions, as well as avoiding coercive influences (7).

Therapeutic Boundaries: are the professional limits on the conduct of the relationship between psychiatrists and their patients (7).

Diagnostic Overshadowing: first used in 1982; the tendency for clinicians to attribute symptoms or behaviors of a person with learning disability to their underlying cognitive deficits and hence to under-diagnose the presence of co-morbid psychopathology (8). In terms of psychiatric patients, diagnostic overshadowing refers to delayed diagnosis and treatment of physical problems secondary to symptoms being attributed to illness (9).

Detailing: what occurs when pharmaceutical sales representatives try to convince physicians how their company products are the best and need to be prescribed. It is also meant to provide busy physicians up-to-date information about the pros and cons of using the promoted drugs and to keep them abreast with the cutting-edge advances in the field in general (10).

Cognitive Dissonance: psychological conflict resulting from simultaneously held incongruous beliefs and attitudes (an example would be having both a fondness for smoking and a belief that it is harmful) (11).

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