

# Digitalna era i komunikacione kompetencije zdravstvenih radnika

Ana R. Miljković<sup>1,2</sup>

<sup>1</sup>Katedra za opštu medicinu i gerijatriju, Medicinski fakultet Novi Sad, Univerzitet u Novom Sadu, Srbija

<sup>2</sup>Dom zdravlja Novi Sad, Srbija

# Digital era and communication competencies of healthcare workers

Ana R. Miljković<sup>1,2</sup>

<sup>1</sup>Department of General Medicine and Geriatrics, Medical Faculty Novi Sad, University of Novi Sad, Serbia

<sup>2</sup>Primary Healthcare Center Novi Sad, Serbia

## Sažetak

**Uvod.** Komunikacione veštine čine temelj uspešnog rada lekara opšte medicine, jer utiču na kvalitet dijagnostike, terapije i na izgradnju poverenja sa pacijentima. Brz razvoj digitalnih tehnologija poslednjih godina promenio je način razmene informacija u zdravstvenom sistemu, otvarajući nove mogućnosti, ali i postavljajući izazove u očuvanju empatije, etičkih standarda i kontinuiteta komunikacije.

**Cilj.** Predstaviti savremene pristupe i izazove u komunikaciji između lekara i pacijenata u digitalnom dobu sa naglaskom na primenu veštačke inteligencije, virtuelne stvarnosti i drugih tehnoloških rešenja u unapređenju komunikacionih veština zdravstvenih radnika.

**Metod.** Rad je urađen kao narativni pregled literature. Pretraga je sprovedena u bazama PubMed, Scopus i Google Scholar za period od januara 2018. do jula 2025, korišćenjem ključnih pojmova: *communication skills, digital health, artificial intelligence, virtual reality, telemedicine, patient-doctor communication*. U analizu su uključeni radovi na srpskom i engleskom jeziku, kao i lična iskustva autora iz kliničke prakse i nastave.

**Rezultati.** Komunikacione veštine su neophodne za kvalitetnu medicinsku praksu. Digitalne tehnologije, poput veštačke inteligencije, telemedicine, virtuelne stvarnosti (*VR - Virtual Reality*) i proširene stvarnosti (*AR - Augmented Reality*), nude nove mogućnosti, ali nose i izazove u pogledu etike, empatije i zaštite podataka. *ChatGPT* može olakšati prenošenje složenih informacija pacijentima, dok imerzivne tehnologije unapređuju edukaciju zdravstvenih radnika. *Live streaming* ubrzava komunikaciju u urgentnim situacijama, ali zahteva jasnu i preciznu razmenu informacija.

**Zaključak.** Tehnološki napredak može unaprediti komunikaciju između lekara i pacijenata, ali samo ako se primeњуje uz očuvanje empatije, etičkih principa i stalno usavršavanje zdravstvenih radnika.

**Ključne reči:** komunikacione veštine, digitalne tehnologije, veštačka inteligencija, primarna zdravstvena zaštita

## Abstract

**Introduction.** Effective communication skills are essential for the success of general physicians, as they significantly impact the quality of diagnosis and therapy, as well as the trust established with patients. The rapid advancement of digital technologies in recent years has transformed how information is exchanged within the healthcare system, creating new opportunities while also posing challenges in maintaining empathy, ethical standards, and continuity of communication.

**Objective.** We aimed to present modern approaches and challenges in communication between physicians and patients in the digital era, with an emphasis on the application of artificial intelligence, virtual reality, and other technological solutions that could enhance communication skills among healthcare workers.

**Method.** The research was conducted as a narrative literature review. We explored various databases, including PubMed, Scopus, and Google Scholar, from January 2018 to July 2025, using the following keywords: *communication skills, digital health, artificial intelligence, virtual reality, telemedicine, and patient-doctor communication*. Our analysis included studies in both English and Serbian, as well as the author's personal experiences from clinical practice and lectures.

**Results.** Effective communication skills are essential for providing quality medical care. Digital technologies, such as artificial intelligence, telemedicine, virtual reality (VR), and augmented reality (AR), present new opportunities as well as challenges related to ethics, empathy, and data protection. Tools like ChatGPT can help convey complex information to patients, while immersive technologies enhance the education of healthcare professionals. Live streaming enables faster communication in urgent situations, but it demands clear and precise information exchange.

**Conclusion.** Technological advancements can enhance communication between physicians and patients, but only if implemented with empathy, ethical principles, and ongoing advanced training for healthcare workers.

**Keywords:** communication skills, digital technologies, artificial intelligence, primary healthcare



## Uvod

Komunikacione veštine su od suštinskog značaja u radu lekara opšte medicine, jer direktno utiču na kvalitet dijagnostike, lečenja i odnosa sa pacijentima. Efikasna komunikacija doprinosi boljem razumevanju pacijentovih potreba, povećava njihovo zadovoljstvo pruženom negom i poboljšava ishode lečenja. Studija grupe autora imala je za cilj da proceni koliko lekari opšte medicine poznaju i primenjuju veštine uspešne komunikacije u svakodnevnom radu. Istraživanje je sprovedeno putem testa sa 50 pitanja, koji je popunilo 124 lekara. Rezultati su ukazali na potrebu za daljim unapređenjem komunikacionih veština među lekarima opšte medicine<sup>1</sup>. Takođe, rad grupe autora ističe da je komunikacija u medicini osnovna veština lekara na putu ka uspešnoj dijagnozi i lečenju, kao i uspostavljanju adekvatnog odnosa sa pacijentom. Efikasna komunikacija se smatra bazičnom kliničkom veštinom koja predstavlja jedan od osnovnih preduslova pozitivnog kliničkog ishoda<sup>2</sup>.

Pored toga, rad hrvatskih autora naglašava da kvalitet komunikacije tokom medicinskog intervju dokazano utiče na ishod lečenja i zadovoljstvo pacijenata. Ovo je posebno važno u situacijama kada je komunikacija otežana, na primer, u susretu sa nesaradljivim pacijentima, starijim osobama, decom ili gluvim osobama<sup>3</sup>.

## Cilj rada

Cilj rada je bio da predstavi savremene pristupe i izazove u komunikaciji između lekara i pacijenata u digitalnom dobu sa naglaskom na primenu veštačke inteligencije, virtualne stvarnosti i drugih tehnoloških rešenja u unapređenju komunikacionih veština zdravstvenih radnika.

## Metod

Rad je urađen kao narativni pregled literature. Pretraga je sprovedena u bazama PubMed, Scopus i Google Scholar za period od januara 2018. do jula 2025, korišćenjem ključnih pojmova: *communication skills*, *digital health*, *artificial intelligence*, *virtual reality*, *telemedicine*, *patient-doctor communication*. U analizu su uključeni radovi na srpskom i engleskom jeziku, kao i lična iskustva autora iz kliničke prakse i nastave.

Ovaj rad ima određena ograničenja koja je važno istaći. Budući da je u pitanju narativni pregled literature, sadržaj pretrage mogao je biti ograničen izborom baza podataka i ključnih pojmova. Deo izvora odnosi se na rezultate istraživanja u drugim zdravstvenim sistemima, pa njihova primenljivost na domaći kontekst može biti ograničena zbog infrastrukturnih, ekonomskih i organizacionih razlika. Takođe, zbog brzog ra-

## Introduction

Effective communication skills are essential for the success of general physicians, as they significantly impact the quality of diagnosis and therapy, as well as the relationship established with patients. Effective communication plays a crucial role in understanding patients' needs, boosting their satisfaction with the care they receive, and enhancing treatment outcomes. A study conducted by a team of researchers aimed to evaluate how well general physicians know and apply effective communication skills in their daily practice. The research utilized a test comprising of 50 questions, which was completed by 124 physicians. The results indicated a need for further improvement in communication skills among general practitioners<sup>1</sup>. Also, the work of the group of authors emphasized that communication in medicine is the basic physician skill leading to more successful diagnosis and treatment, but also creating an adequate relationship with the patient. Effective communication is considered a basic clinical skill, and it is a precondition for a positive clinical outcome<sup>2</sup>.

Research conducted by Croatian authors highlights that the quality of communication during medical interviews significantly impacts treatment outcomes and patient satisfaction. This is particularly crucial in challenging communication scenarios, such as when interacting with uncooperative patients, elderly individuals, children, or deaf patients<sup>3</sup>.

## Objective

We aimed to present modern approaches and challenges in communication between physicians and patients in the digital era, with an emphasis on the application of artificial intelligence, virtual reality, and other technological solutions that could enhance communication skills among healthcare workers.

## Method

The research was conducted as a narrative literature review. We explored various databases, including PubMed, Scopus, and Google Scholar, from January 2018 to July 2025, using the following keywords: *communication skills*, *digital health*, *artificial intelligence*, *virtual reality*, *telemedicine*, and *patient-doctor communication*. Our analysis included studies in both English and Serbian, as well as the author's personal experiences from clinical practice and lectures.

This article has certain restrictions that should be noted. As this is a narrative literature review, the research may be limited by the choice of database and keywords. Additionally, some sources pertain to research conducted in other health systems, which may limit their applicability in the domestic

zvoja digitalnih tehnologija, pojedini nalazi mogu relativno brzo zastariti, što nameće potrebu za redovnim ažuriranjem ovakvih pregleda.

## Rezultati

### *Uticaj digitalnih tehnologija na komunikaciju lekara i pacijenata*

Razvoj modernih tehnologija značajno je uticao na način na koji lekari opšte medicine komuniciraju sa pacijentima. Digitalni alati, veštačka inteligencija i sistemi virtualne stvarnosti postali su ključni faktori u unapređenju medicinske komunikacije, ali istovremeno postavljaju nove izazove u očuvanju empatije i etičkih standarda.

Jedan od ključnih aspekata digitalne komunikacije u medicini jeste prilagođavanje lekara novim alatima koji omogućavaju efikasniju razmenu informacija sa pacijentima. Uvođenje virtuelnih simulacija i interaktivnih platformi pomaže budućim medicinskim profesionalcima da razviju ne samo tehničke, već i interpersonalne veštine koje su ključne za kvalitetnu zdravstvenu zaštitu<sup>4</sup>.

Digitalni alati, poput *live streaming*-a, omogućavaju trenutnu i dvosmernu komunikaciju između medicinskih timova na terenu i specijalista u bolnicama, čime se značajno skraćuje vreme od procene stanja do donošenja odluke o terapiji ili transportu pacijenta<sup>5</sup>. Ovakav način komunikacije posebno je koristan kod politrauma, akutnih srčanih događaja ili moždanog udara kada svaka minuta može biti presudna za ishod lečenja.

Veštačka inteligencija i automatizovana komunikacija, poput ChatGPT-a, unapređuju komunikaciju između lekara i pacijenata kroz automatizovane sisteme za interpretaciju podataka i generisanje medicinskih izveštaja. Ovi alati mogu pojednostaviti složene medicinske informacije i prilagoditi ih pacijentima, ali postavljaju izazove u pogledu preciznosti i etičkih dilema<sup>6</sup>.

Imerzivne tehnologije (virtuelna i proširena stvarnost) koriste se za edukaciju i terapiju. Omogućavaju simulacije koje pomažu razvoju tehničkih i interpersonalnih veština, ali mogu izazvati nuspojave poput sajber-mučnine<sup>7</sup>. Savremene digitalne tehnologije omogućavaju personalizovan pristup pacijentima kroz interaktivne formate i sadržaje<sup>8</sup>. Na primer, *ChatGPT* može pomoći lekaru da brže formuliše jasna i razumljiva objašnjenja nalaza, i da pacijentima ponudi edukativne materijale prilagođene nivou razumevanja.

context due to differences in infrastructure, economics, and organization. Furthermore, the rapid advancement of digital technologies means that certain findings can quickly become outdated, highlighting the need for regular updates to these reviews.

## Results

### *Influence of digital technologies on doctor-patient communication*

The development of digital technologies has significantly impacted how general physicians communicate with patients. Digital tools, artificial intelligence, and virtual reality systems have become essential in enhancing medical communication. However, these advancements also present new challenges in maintaining empathy and upholding ethical standards.

One key aspect of digital communication in medicine is how physicians adapt to new tools that facilitate more effective information exchange with patients. The introduction of virtual simulations and interactive platforms aids future medical professionals in developing both technical and interpersonal skills that are essential for delivering quality healthcare<sup>4</sup>.

Digital tools, such as *live streaming*, facilitate instant two-way communication between medical teams in the field and specialists at the hospital. This connection significantly shortens the time from patient evaluation to decision-making regarding therapy or transport<sup>5</sup>. This method of communication is especially valuable in cases of polytrauma, acute heart failure, or stroke, where every minute counts and is critical for treatment outcomes.

Artificial intelligence and automated communication tools, such as ChatGPT, enhance communication between physicians and patients by automating data interpretation and generating medical reports. These tools can simplify complex medical information and present it in a more digestible format for patients. However, they also raise concerns regarding precision and present ethical dilemmas<sup>6</sup>.

Immersive technologies, such as virtual and augmented reality, are being utilized for both education and therapy. These technologies enable simulations that aid in the development of technical and interpersonal skills. However, they may also lead to side effects, such as cyber sickness<sup>7</sup>. Modern digital technologies facilitate a personalized approach to patient care through interactive formats and content<sup>8</sup>. For instance, ChatGPT can assist physicians in quickly formulating clear and understandable explanations of their findings, as well as providing educational materials tailored to the patient's level of understanding.

## Diskusija

Iako inovacije ubrzavaju i olakšavaju razmenu informacija, one otvaraju i niz pitanja. Neophodno je razmotriti koliko se na veštačku inteligenciju može osloniti u tumačenju medicinskih podataka, imajući u vidu mogućnost grešaka i netačnih interpretacija. Takođe, postavljaju se etičke dileme vezane za vlasništvo i zaštitu podataka, transparentnost algoritama i potencijalni gubitak ljudskog faktora u komunikaciji. Ključni izazov je očuvanje empatije i individualnog pristupa pacijentu u situacijama kada se deo komunikacije prepušta automatizovanim sistemima<sup>8</sup>.

### *Edukacija i obuka zdravstvenih radnika*

Kako bi se prilagodili digitalnim promenama, zdravstveni radnici moraju kontinuirano usavršavati svoje komunikacione veštine. Edukativni programi treba da obuhvate tehnike aktivnog slušanja, empatije i prilagođavanja komunikacije različitim tipovima pacijenata<sup>1-3</sup>. Savremene digitalne platforme povećavaju transparentnost i angažovanost pacijenata, ali donose i izazove poput pritiska na lekare da brzo odgovore, što može uticati na kvalitet komunikacije<sup>5,6</sup>. Iskustva iz primene telemedicine tokom pandemije COVID-19 pokazala su da digitalni alati doprinose kontinuitetu zdravstvene zaštite i smanjenju rizika od infekcije<sup>9</sup>. Pored toga, povezivanje veštačke inteligencije i chatbot sistema (automatizovani program za komunikaciju) otvorilo je nove mogućnosti za brzu orijentaciju u znanju i podršku u odlučivanju<sup>10</sup>.

Rad sa studentima i lekarima na specijalizaciji potvrdio je da digitalna rešenja mogu olakšati proces učenja i omogućiti kontinuiranu interakciju sa mentorima<sup>11</sup>.

Iskustva iz digitalizacije u primarnoj zdravstvenoj zaštiti pokazuju da uspešna implementacija zahteva tehničku infrastrukturu, edukaciju osoblja i uključivanje pacijenata<sup>12</sup>. Digitalizacija kartona, e-recepata i zakazivanja unapredila je efikasnost rada i smanjila administrativno opterećenje, ali otvorila i pitanja zaštite podataka i digitalne pismenosti pacijenata. Uvođenje AI i proširene stvarnosti doprinosi boljoj koordinaciji timova i sigurnijem donošenju odluka, posebno u hitnim situacijama<sup>13</sup>. Proširena stvarnost koristi se i u edukaciji iz komunikacionih veština kod medicinskih sestara, jer omogućava realistične simulacije razgovora sa pacijentima<sup>14</sup>.

## Discussion

While innovations facilitate and accelerate the exchange of information, they also raise numerous questions. It is essential to reconsider how much we can rely on artificial intelligence for the interpretation of medical data, as there is a risk of mistakes and misinterpretations. Additionally, medical dilemmas arise regarding data ownership and protection, algorithm transparency, and the potential loss of the human element in communication. A key challenge is maintaining empathy and a personalized approach to patient care, especially when part of the communication process is delegated to automated systems<sup>8</sup>.

### *Education and training of healthcare workers*

To adapt to digital changes, healthcare workers must continuously enhance their communication skills. Educational programs should include techniques for active listening, empathy, and adapting communication styles for different types of patients<sup>1-3</sup>. Modern digital platforms increase transparency and patient engagement; however, they also pose challenges, such as pressuring physicians to provide rapid responses, which can affect the quality of communication<sup>5,6</sup>. The experience gained during the COVID-19 pandemic, when telemedicine was widely implemented, demonstrated that digital tools can help maintain continuity of healthcare and reduce the risk of infection<sup>9</sup>. Additionally, integrating artificial intelligence and chatbot systems has opened up new possibilities for quick access to information and support in decision-making<sup>10</sup>.

Collaborating with students and residents demonstrated that digital solutions can simplify the learning process and facilitate ongoing interaction with mentors<sup>11</sup>.

The experience of digitalization in primary healthcare demonstrates that successful implementation requires a solid technical infrastructure, ongoing personnel education, and active patient involvement<sup>12</sup>. The digitalization of health records, e-prescriptions, and appointment scheduling has improved work efficiency and reduced administrative burdens. However, it has also raised concerns about data protection and patients' digital literacy. The adoption of artificial intelligence (AI) and augmented reality technologies enhances team coordination and supports safer decision-making, particularly in emergency situations<sup>13</sup>. Augmented reality is also utilized in training nurses in communication skills, as it provides realistic simulation exercises with patients<sup>14</sup>.

## Zaključak

Digitalne tehnologije imaju ogroman potencijal za unapređenje komunikacije u zdravstvu, ali zahtevaju pažljivo planiranje i edukaciju zdravstvenih radnika. Ovaj rad istražuje kako digitalne tehnologije utiču na komunikaciju između lekara i pacijenata sa posebnim fokusom na izazove i prilike u eri veštačke inteligencije i virtuelne stvarnosti. Ključno je održati balans između tehničkih inovacija i humanih aspekata komunikacije kako bi se osigurala kvalitetna i empatična zdravstvena nega.

## Conclusion

Digital technologies have significant potential to enhance communication in healthcare; however, they require careful planning and education for healthcare workers. This study explores how these technologies influence communication between physicians and patients, focusing on the challenges and opportunities presented by artificial intelligence and virtual reality. The key is to maintain a balance between technological innovations and the human aspect of communication to ensure the delivery of quality and empathetic healthcare.

## Reference/ Literatura

1. Petrov KMD, Zubanov VT, Živanović SR. Interpersonal communication skills in the general practitioners work. *Opšta medicina* 2018;24(1-2):1–15.
2. Marković J, Marković D, Mesić E, Arsić D, Arsić K, Arsić J. Specifičnosti komunikacijskih veština u medicini. *PONS Med Čas* 2015;12(1):25–9.
3. Keleminić D, Đorđević V, Braš M. Communication skills in medicine and public health. *Socijalna psihijatrija* 2016;44(4):291–309.
4. Surapaneni KM. ABC's of creating a modern clinical learning environment to support learner growth. *South-East Asian Journal of Medical Education* 2024;18(2):70–5.
5. Musiał P. Live streaming – a new tool in data transfer in emergency medical services. *Med Og Nauk Zdr* 2025;31(1):28–32.
6. Khan MT. The Revolutionary Intersection of AI and Healthcare: Embracing ChatGPT with Caution. *Chron Biomed Sci* [Internet]. 2025 Jan. 31 [cited 2025 August 10];2(1):PID35. Available from: <https://cbsciences.us/index.php/cbs/article/view/35>.
7. Colecchia F, Giunchi D, Qin R, Ceccaldi E, Wang F. Machine learning and immersive technologies for user-centered digital healthcare innovation. *Front Big Data* 2025;8:1567941.
8. Arif, T.B., Munaf, U., & Ul-Haque, I. (2023). The future of medical education and research: Is ChatGPT a blessing or blight in disguise? *Medical Education Online*, 28(1), 2181052
9. Miljković A. Savremeni aspekti telemedicine primenljivi u epidemiji COVID-19 sa prikazom slučaja. U: *Zbornik radova sa skupa nacionalnog značaja*. Zagreb: DNOOM; 2021. Dostupno na: <https://dnoom.hr/wp-content/uploads/2022/08/Knjiga-sazetaka-2021.pdf>
10. Miljković A. Application of artificial intelligence, AI and chatbots in work and learning – our insights in working with students. U: *Međunarodni skup*. Lyon: IMFMC; 2024. Dostupno na: <https://web.archive.org/web/20240912151547/https://imfmc.org/programme>
11. Miljković A. Rad sa studentima i lekarima na specijalizaciji za vreme pandemije COVID-19. U: *Zbornik radova sa skupa nacionalnog značaja*. Novi Sad: DNOOM; 2022. Dostupno na: <https://dnoom.hr/wp-content/uploads/2024/05/KNJIGA-SAZETAKA-XV.-KONGRES-DNOOM-2024.pdf>, [https://dnoom.hr/wp-content/uploads/2024/03/N\\_240497\\_unutrasnjost\\_A4.pdf](https://dnoom.hr/wp-content/uploads/2024/03/N_240497_unutrasnjost_A4.pdf)
12. Miljković A. Digitalizacija u primarnoj zdravstvenoj zaštiti. U: *Zbornik radova sa skupa nacionalnog značaja – 12. Splitska inicijativa*. Ljubljana: Medicinski fakultet Univerziteta u Ljubljani; 2025. p. 38. Dostupno na: [https://www.mf.uni-lj.si/application/files/2817/4344/8135/12-splitska-inicijativa\\_knjiga\\_sazetaka\\_2.pdf](https://www.mf.uni-lj.si/application/files/2817/4344/8135/12-splitska-inicijativa_knjiga_sazetaka_2.pdf)
13. Chance EA, Rahman M, Skinner V, Ilic D, Laur N, Vreugdenburg TD, et al. The combined impact of AI and VR on interdisciplinary learning and patient safety in healthcare education: a narrative review. *BMC Med Educ* 2025;25(1):1039.
14. Li X, Wei R, Slatyer S, Rappa A. Extended reality for enhancing communication skills in nursing education: a scoping review. *Teach Learn Nurs* 2025;20(2):e587–e595.

Primljen - Received - 13.08.2025.

Ispravljen - Corrected - 02.09.2025.

Prihvaćen - Accepted - 17.09.2025.

Prilog

Appendix

Tabela 1. Tehnologije u digitalnoj komunikaciji u zdravstvu  
Table 1. Technologies in digital communication in healthcare

| Tehnologija/<br>Technology                                 | Prednosti u komunikaciji/<br>Communication advantages                                                                                                                                           | Izazovi i ograničenja/<br>Challenges and limitations                                                                            | Potencijalna primena<br>u Srbiji/<br>Potential use in Serbia                                         |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>Veštačka inteligencija/<br/>Artificial intelligence</b> | Brza analiza podataka; prilagođena komunikacija pacijentima; podrška donošenju odluka/Fast data analysis; communication adapted for patients; support in decision making;                       | Etika i privatnost; mogućnost pogrešne interpretacije podataka/<br>Ethics and privacy; possibility of wrong data interpretation | Podrška u trijaži i praćenju hroničnih bolesti/ Support in triage and follow up of chronic diseases  |
| <b>Virtuelna i proširena stvarnost<br/>(VR/AR)</b>         | Realistične simulacije; unapređenje edukacije lekara i studenata/ Realistic simulations; improvement of education for physicians and students                                                   | Visoka cena opreme; potreba za tehničkom obukom/ Expensive equipment; need for technical training                               | Edukacija lekara u simulacionim centrima/<br>Education of physicians in simulation centers           |
| <b>Telemedicina/Telemedicine</b>                           | Dostupnost lekara pacijentima u udaljenim mestima; smanjenje troškova putovanja/<br>Availability of physicians for patients in remote areas; reduction in transportation costs                  | Nedostatak tehničke opreme kod pacijenata; internet konekcija/<br>Lack of technical equipment in patients; internet connection  | Primarna zdravstvena zaštita u ruralnim područjima/<br>Primary healthcare in rural areas             |
| <b>Live streaming</b>                                      | Brza razmena informacija u hitnim situacijama; konsultacije sa specijalistima u realnom vremenu/ Fast information exchange in emergency situations; consultations with specialists in real time | Potreba za stabilnom vezom; bezbednost prenosa podataka/<br>Need for stable connection; safety of data transmission             | Hitna pomoć i konsultacije u urgentnim stanjima/<br>Emergency care and consultations in urgent cases |

\***Napomena:** Tabela je autorski pripremljena na osnovu opštepoznatih smernica i uputstava časopisa *Opšta medicina*, prilagođena sadržaju ovog rukopisa.  
\* **Note:** The table was created by the author following the general guidelines and instructions of the journal *General Medicine*, tailored to suit the content of this article.