

Symposium

📅 2025年9月28日(日) 13:10 ~ 14:40 🏢 Session Room 6 (Conference Room B)

[Symposium 97] Support to refugees. From clinical support to systematic consideration.

Moderator: Harry De Minas (The University of Melbourne), Akihito Uezato (International University of Health and Welfare)

[SY-97-03] Institutional Distrust among Refugee Patients: Practical Lessons for Building Rapport

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キーワード：refugee patient、rapport、PTSD

Refugees who have endured state-sponsored persecution frequently transfer their distrust of authority onto Japanese public systems, including medical services. In routine psychiatric practice at a clinic, two anonymised cases illustrate how this stance complicates rapport and treatment adherence. In the first case, a patient projected harmful authority onto the psychiatrist, responded with anger, and refused to disclose the information. In the second, clear explanation of Japan's health-care system combined with rapid symptom relief through medication fostered a therapeutic bond and successfully led to psychologist-delivered counselling. Across both cases, three structural barriers consistently obstructed engagement: (1) complex PTSD from past persecution and current disrespect, (2) deep-rooted distrust of authority figures including clinicians, and (3) limited access to culturally and linguistically appropriate care. Keys to building rapport included: (1) creating a sense of safety (2) conducting patient-led consultations that focus on subjective distress, and (3) providing rapid symptom relief while visualising progress through simple, objective metrics.