

**ACOM 100**  
**Chapter 11 Notes**  
**University of Albany**

**Machines and mechanics**

providers are viewed as competent experts analytically diagnosing a physical problem and then fixing it. patients are passive and allow the expert mechanic to give them a proper tune-up with little or no input or objection.

**Children and parents**

provider clearly portrays a dominant role of expert while the patient assumes a submissive and dependent role; this view of provider and patient relationships is the most.

**Consumers**

patients viewing themselves as paying providers for specific information and expecting them to carry out their wishes.

**Partners**

patients and providers work together to solve a problem and are viewed as equals, each bringing special knowledge to the interaction.

**Action-facilitating support**

providing information or performing task for other

**Nurturing support**

helping people feel better about themselves and the issues they are experiencing.

**Informational support**

type of action-facilitating support providing someone with information in order to increase his or her knowledge and understanding of health issues.

**Instrumental support**

type of action-facilitating support performing task for someone.

**Emotional support**

type of nurturing support enabling people to express their feelings and to have those feelings validated by others.

**Esteem support**

type of nurturing support making someone feel competent and valued.

**Communication Privacy Management Theory**

explains how people create and manage privacy boundaries in their relationship.