

## Information

### Speakers

**Fabrizio Benedetti, MD**  
Director Center for Hypoxia  
Plateau Rosà Labs,  
Italy/Switzerland  
Professor University of Turin  
Medical School, Italy

**Christoph Flückiger, PhD**  
Professor of Psychology  
Department of Psychology  
Division of Psychological Interventions  
and Psychotherapy  
University of Zurich, Switzerland

**Stewart W. Mercer, MD, PhD**  
Professor of Primary Care Research  
Institute of Health and Wellbeing  
University of Glasgow, United Kingdom

**Rainer Weber, MD**  
Professor of Infectious Diseases  
Dean of the Faculty of Medicine  
University of Zurich, Switzerland

### Moderation

Claudia Witt, MD, MBA  
Professor of Medicine  
Director Institute for Complementary  
and Integrative Medicine  
UniversityHospital Zurich, Switzerland

### Credits

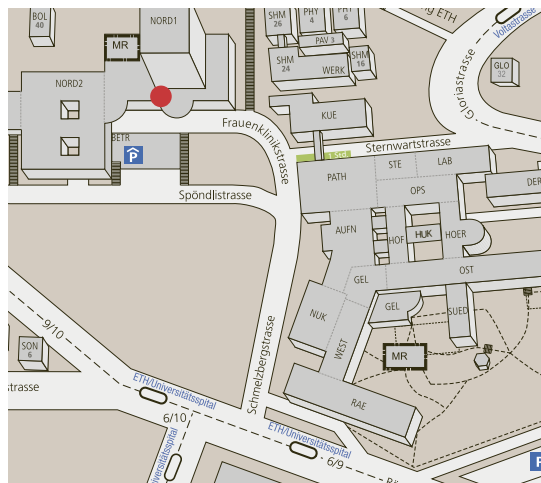
We have applied for credits.

### Scientific organization

Claudia Witt, MD, MBA  
Jürgen Barth, PhD  
Matthias Rostock, MD

### Registration and contact

Please register with  
Stefanie Keiser, PhD  
stefanie.keiser@usz.ch  
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### Location

UniversityHospital Zurich  
Kurszimmer Nord1 C 307  
Frauentlinikstrasse 10  
8091 Zurich



Institute for Complementary and Integrative Medicine

## Patient provider interaction: the impact of empathy, alliance and trainings

Thursday, 21 September 2017  
14.00 – 18.00 h  
Kurszimmer Nord 1 C 307  
UniversityHospital Zurich



UniversityHospital  
Zurich



University of  
Zurich <sup>UZH</sup>

## Welcome

Dear colleagues and friends,

It is our great pleasure to invite you to our fourth international scientific symposium at the Institute for Complementary and Integrative Medicine.

The interaction between patients and treatment providers is an important ingredient of the healing process. Interaction plays a major role in medical and non-pharmacological treatments and complements the specific ingredients of treatments.

At the international symposium **“Patient provider interaction: the impact of empathy, alliance and trainings”** well renowned speakers from Europe will present recent research results and highlight the implications of interaction for clinical care.

We very much look forward seeing you!



Claudia Witt, MD, MBA  
Director

Institute for Complementary and Integrative Medicine

## Program

Moderation: Claudia Witt

- 14.00h**    **Opening remarks**  
Rainer Weber, Dean
- 14.15h**    **Placebo and nocebo: on the pharmacology and toxicology of words and rituals**  
Fabrizio Benedetti
- 15.15h**    **The working alliance – A meta analytic investigation inside and outside of mental health treatment**  
Christoph Flückiger
- 16.15h**    **Coffee break**
- 16.45h**    **Embracing empathy in the healthcare encounter; measurement, effects, and training**  
Stewart Mercer
- 17.45h**    **Featured discussion**
- 18.00h**    **End of symposium**