

I am a Patient...

and I want to be treated with respect by your practice.

- I want you to talk to me in a way that I can understand everything you are saying to me. Please ask me if I really understand what you are telling me, and I will confirm for you whether I do or not. Please do not be offended if I want to tape record what you say to me or bring someone with me to be my "second set of ears". This is only so that I can make sure I hear everything you need to explain to me.
- Please have compassion for the fact that I am scared, often not knowing if something is seriously wrong with me when I come to see you, and please be sensitive to this fear of mine.
- Please have patience for my questions when I ask them and really listen to what I am asking you.
- When I arrive for an appointment, I would appreciate not having to wait more than 15 minutes in your waiting room before I am taken into an examination room. While I am waiting, it would be nice if there were current magazines to read and maybe a television to watch to ease the anxiety.
- Once I am in the examination room, I would appreciate being seen within 20 minutes. I certainly understand that sometimes you fall behind in your schedule because each patient has different demands for your time. However, could you please have someone from your office come into the examination room periodically and let me know what is going on in terms of your schedule, so that I can be more understanding about the delay, rather than becoming more and more impatient waiting for you?

- I need you to know that sitting alone in the examination room can be a real frightening experience especially if you have instruments in sight that can start to make my mind worry. Perhaps, you can try to make the examination room as pleasant as possible with a choice of magazines or a CD player or television to watch, while I wait for you. After all, if it is necessary for me to wait for you, I would like to be pleasantly entertained while I wait.
- I expect you to be respectful of my privacy. I become very upset when I am sitting in the waiting room or even in the examination room and I can hear everything that you or the receptionist or nurse is saying in the next room or over the phone to other patients, hospitals, or physicians. I am upset because I know that if I am hearing this about others, others who are sitting in the waiting room or the next examination room are probably hearing something confidential about me. Therefore, I think it's fair for me to expect you to provide some type of system where confidential patient information cannot be heard by other patients.
- Please be honest with me about my medical condition and the possibility of pain as you examine me.
- There are many times that I really need to speak with you. Please try to call me back within a reasonable time when I call you, day or night. Whenever I have undergone tests or procedures, please also have you or someone from your office call me back to discuss the results, and not just send me a letter in the mail.
- Please hire competent, compassionate people to support your practice, who will be sympathetic to my need to see you or speak with you, and who will work with me in terms of insurance claims and referrals that I need.
- Overall, I would like to feel like a guest of your practice, and be treated by you and your staff as if your practice depends upon me, because it does.