

REAL SIMPLE

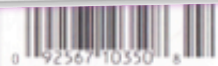
| LIFE MADE EASIER |

Dr. B's Non-Google guide to choosing a doctor **DON'T...**

- tell me what other doctors have said and done. It's pertinent but not essential.
- show me a one-dimensional version of you before I have even had a chance to say "hello" and meet the 3D version (you!) right in front of me. Don't expect me to tell you what is wrong by showing me every kind of X-ray or test result before I have had a chance to talk with you. The conversation is *really* important.
- hide who you are in someone else's reflection of you. Some people will tell me that they have seen every doctor in the world; they are so wrapped up in all these different reflections of themselves that they are no longer really talking about how *they* feel. I want to hear *your* story of your illness; I want to hear your story from the *beginning*; I want to hear who *you* are on the inside; I want to see your personality.
- show me the Dr. Google research. I don't want to be greeted by a patient with a handshake and hundreds of pages of research asking what I think about their own diagnosis. You are not the doctor.
- tell me the "Dr. Nosey" diagnosis provided by your family, your friends and all your neighbors.
- apologize for taking up my time. It's my job. You are here for a reason.
- be a patient who doesn't want to get better. I can't take the pills for you; I can't do the exercises for you. I need you to be invested in *getting* better. You need to be willing to do what you *need* to do to get better.
- be a patient who doesn't want to be educated and understand his/her pain. If I can educate you and have you follow-through, then *I* can do a better job for you. *Why* you are taking a pill is important. I am not in your medicine cabinet and I only have a short time to impress upon you what you need to do.

DO...

- give me opportunity to listen to your problem. I will ask, "what happened at the very beginning?" As long as other professionals have not waylaid you, I will be able to hear *you*.
- allow me to play detective; but first, you need to tell me the facts of your mystery from the beginning to the end. I want to know what bothered you before the MRIs and the x-Rays, before the pills and the tests. I want to hear about those initial pains because the symptoms are the true story.
- allow yourself to be a patient.
- engage with me in the doctor-patient relationship. Invest yourself in your diagnosis. I need you to come to the table and be part of the process.
- arrive with organized thoughts about your complaints.
- ask questions so that I know you understand *what* and *how* I am trying to help.
- understand that during the first visit the majority of time will be spent making a diagnosis.
- understand that helping you is a moving, active process. I need to know what is wrong with you to discern how to help you. A good doctor will *never* give up.
- know that we *need* to have an ongoing relationship and that I have your "back."
- be honest with me. If you are not feeling better, I *need* to know. Will my feelings be hurt if you tell me, "it's not working"? Never. I will keep trying until you are better because my complaint window never closes.



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