



Barbara McLaughlin

Barbara's expertise is HOW TO COMMUNICATE EFFECTIVELY with a focus on Healthcare. A lot of the information presented to patients is not remembered, understood or complied to. Barbara's life's passion is to help patients navigate and comprehend the healthcare world so they are not so frightened and upset by the mere process.

Barbara worked with Smart Source to create a series of products and services whose primary function is to educate and communicate to the patients. Visit our website at www.hand-holder.com and see how we meet this challenge. Then send us your comments and ideas so you too can help take care of everyone and feel good about your life every day!

Dear Doctor

Barbara K. McLaughlin
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When I met with you for my yearly exam you discovered I have a terrible condition. You described what you thought I had and then reviewed what we were going to do.

I found it difficult to follow your review of the potential treatments. Your nurse came in to explain things further and told me not to panic. When I left your office and was alone in the hallway, the walls caved in, the ceiling dropped, and I had trouble not crumpling to the floor crying. People passing by were just blurs. The pictures and signs on the walls were smears, and the lighting kept fading to black as I tried to stuff my panic back down and navigate back to my car. "Deep breaths" I kept saying to myself, "deep breaths".

Once I got home, I realized I did not remember what you said about this condition or what we were going to do about it. Should I call your office and try to get a replay of the conversation? Or wait for my next appointment? When was it? Should I do my own research?

It occurred to me that I don't know what I need to do to prepare for upcoming medical testing. Do you have material you can share so I do not find misinformation on the internet and descend further into the dark hole of depression?



Can you give me written instructions (paper or electronic) about the tests you want me to take so I can make sure I prepare properly? What about the test location? I think you said something about going to different medical center. How do I get there? What will happen when I get there?

I have questions but right now I feel alone and scared. I am afraid to tell my family for fear (or hope) this may not be true and I will look like a hypochondriac.

This could be devastating to my family financially because I am the primary income producer and the one everyone depends on.

There is so much to consider. Can't you help me with the "coping" side of this a bit?

Please educate me on all the angles so I don't slip into negative-land and wallow on the dark side.

What I know categorically is that I want something I can read for myself. Something I can digest at my own pace to help me come to grips with this.

I will try to:

- Understand everything you told me.
- Research this condition so I know more about what is happening to me.
- Focus on what I can do to survive.

I am wondering if you have a list of things you will try to do for me and patients like me.

Sincerest regards,

Your patient