



A Patient Speaks

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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 Dentist, Doctor, Nurse

1. You may have said it 10 times today but you did not say it to ME.

2. I have no idea what NPO means. I don't even know what a clear liquid is for sure.

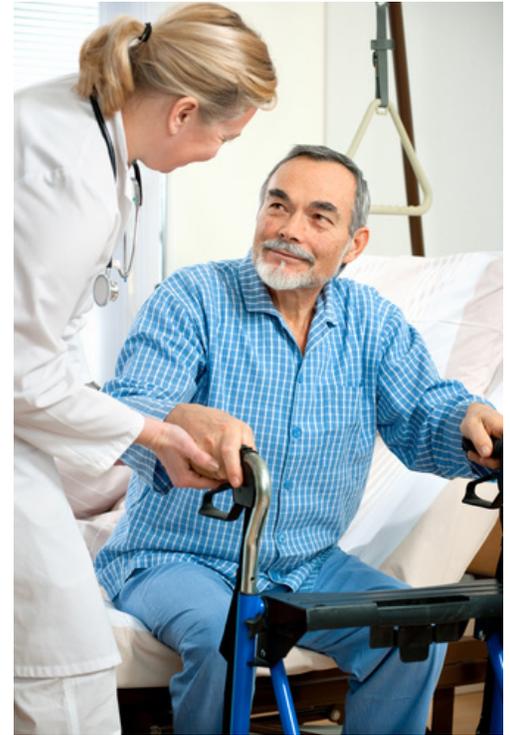
3. If it's not written down for me, chances are I will not remember to do it. Then you will think I'm ignoring your instructions.

4. Please speak to me in layman's terms not medical-ese, so I can understand. Perhaps even Spanish?

5. Don't assume I know what to do- even if you've treated me for this before.

6. Remember I do not live, breath, sleep and eat medical care like you.

7. Remember that I did not study dentistry, medicine, or healthcare for years like you did.



8. What is a saline rinse? What is constant compression? What is fasting and why should I do it? For how long?

9. Forgive me as I nod my head in what looks like understanding- I'm embarrassed for you to know that I do not understand- however simple you may think it is. Please write it down for me.

10. I want to understand. I want to pay you properly (but perhaps can't). I want to get well and live long. I just don't know how. Help me please.

Sincerely,
Your patient