

### Patient Interview

The patient, who will be referred to as Jill in this interview, went to a local orthopedic surgeon to get a bone spur removed from the top of the right foot. Jill had been in moderate pain for several months before finally deciding this surgery would be best for her. She was ready to get relief from her pain. Her healthcare services for an outpatient procedure included an EKG, bloodwork, an x-ray, and a shoe with bandaging.

The first place Jill arrived in was the admitting lab where she would complete routine blood work and EKG tests. She would be informed of the procedure along with what was to be expected afterwards. Next, she met with the anesthesiologist to make a plan for the operation. During the procedure, the anesthesiologist supervised the administration of general anesthesia. When she came out of surgery she was attended by various nurses before her dismissal. Two weeks later, Jill went in to get stitches removed. She would have occasional post-op appointments.

Jill was very pleased by the professionalism in the hospital. She was looking forward to feeling good again. She states that the long term goal is worth the short term pain. One of her concerns was not being able to be weight bearing on that foot for a while. Jill had a very pleasant experience at the hospital. When she arrived early the morning of the procedure, the person in charge of opening the doors was not there. She and several others waited for a bit before a nurse noticed there was no one in the waiting room. Jill said that when she opened the doors for the incoming patients, she took initiative and immediately began taking care of the patients. Jill thought highly of the surgeon and his PA after they prayed with her before the surgery. She says that they did a wonderful job stitching up. They left no scar even though she scars easily. She will be seeking treatment again, in fact, she has an appointment in the coming days.

Jill had an excellent experience at her surgical center. Her experience meets with Covenant Health System's core values even though it was not a branch of CHS. Everyone who treated her was modest and respectful. Her suggestions to future radiographers would be to show dignity to the patient, be empathetic toward them and show compassion. She suggests to take the time to listen to the patient because that may be the only social interaction they have. She highly recommends to make eye contact and most importantly have a sense of humor.

Through this interview, I have learned that being part of the healthcare system, the patients' needs always come first. I want to be able to make them feel welcomed and comfortable. As a healthcare professional, I need to have dignity and compassion. Justice, excellence, and integrity are just as important. If healthcare workers were cruel and judgmental, nobody would want to go to them for help. So being a warm and compassionate person invites people to seek help to make them feel better. As a radiographer, it will be my job to provide high-quality service to the patients so that they can get the best treatment available.