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Introduction to Radiology

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Patient Interview

I interviewed a patient named Erin, who would regularly go to the doctor to get allergy shots. Erin was very allergic to most types of grass, pollen, and iodine. She would get the shots in order to reduce her reaction to these allergens. Erin started out going once a week, but now only has to go once a month for these shots. She sees an allergy doctor every so often in order to adjust her dose, but most of the time when she went in a nurse was giving her the shot. Erin would go to the walk in clinic for her shots, and it was a brief appointment most of the time.

When Erin arrived for her allergy shot appointment, her expectation was to be there for about thirty minutes. She expected the healthcare professionals there to treat her with respect, and be nice and courteous to her. Erin also expected her nurse that was giving her shot to tell her what she was doing so she can know when to anticipate the shot. Erin appreciated that everyone was really nice and personable at the clinic she went to. She said there was one doctor in particular that always went out of her way to speak to Erin and ask her how her day was going.

Erin spoke highly of the clinic she went to, but there were a few issues she encountered during some of her visits. After getting her shot, Erin was supposed to wait for at least fifteen minutes before leaving the clinic to insure she does not have an allergic reaction. She mentioned that a few times the nurse would forget to come back and check on her, so she would have to go

and tell them that her time was up. Erin said this only happened a couple of times so it wasn't too frustrating.

Overall, Erin's experience was good, and she said she would recommend going to that clinic to anyone. Her suggestions to me as a future healthcare professional is to always be nice and welcoming to your patients. She also recommended trying to get to your patients as quickly as possible to reduce their wait time. I believe Erin's experience does align with CHS's core values. Erin felt they took great care of her and did their jobs to the best of their abilities.