

I have recently interviewed a good friend of mine named Jacquy who recently went to a doctor in Dallas, Tx. Jacquy moved to Dallas about two months ago and so this appointment included meeting a new doctor and other staff members. Jacquy stated that all staff including nurses, the doctor, and even the receptionist treated her with both courtesy and respect. They had great attitudes and smiled at her and talked to her politely. Jacquy stated that the nurses especially were very kind and even asked personal questions such as asking her how work has been and if she has any fun plans coming up for the week. The doctor did treat her with courtesy and respect and made sure to really listen to her concerns and allowed Jacquy to have a say in how she was wanting to address the concerns she had. Jacquy stated that the staff did make her feel very comfortable. Everyone expressed kindness and had a caring attitude towards her. This is important because it allows the patient to feel relaxed a little if they are nervous and open up to the caregivers. It also allows the patient to feel like they are a top priority. Jacquy did state that the caregivers explained things in a way that she could understand. The nurses and doctor simplified everything for her and used vocabulary that she could understand which allowed her to gain a full understanding of all things such as their concerns for her and how they were there to help her. This also allowed her to ask questions on things she was not fully clear about. It is important to talk to your patient and not down on them by using terms they don't understand which creates confusion and can even create hostility as it may be seen as the doctor believing the patient is inferior and incompetent. Jacquy does believe that she was given post directives that were clearly stated by the physician. This physician gave her a piece of paper that went over the entirety of their visit and key points and also has directions on the paper for Jacquy to follow when she arrives home that should be done until her next appointment date. Jacquy does feel like all her concerns were expressed. The doctor and nurse both took time to really listen and be attentive to Jacquy and ask her further questions about her situation such as when symptoms began. Knowing what the problem and situation pertains allows healthcare workers to really do their best to get to the root of the problem and offer solutions. Jacquy did say that the facility was very clean even just walking into the front lobby. I further asked her about her room and she said her room looked organized and looked clean. Jacquy said she would recommend her physician and facility to friends and family. She always feels very welcomed and cared for. She loves to joke around and laugh with the doctor and nurses at this facility. Everytime she goes she feels as if she has been heard and her concerns and feelings have been validated. I am very happy that Jacquy was able to have a good experience. She is someone important to me and I would love everyone I care about to have a good experience at any healthcare facility to feel safe and heard. It is important to find facilities that have caring doctors and nurses so that the patients feel confident and comfortable enough to receive care when needed.