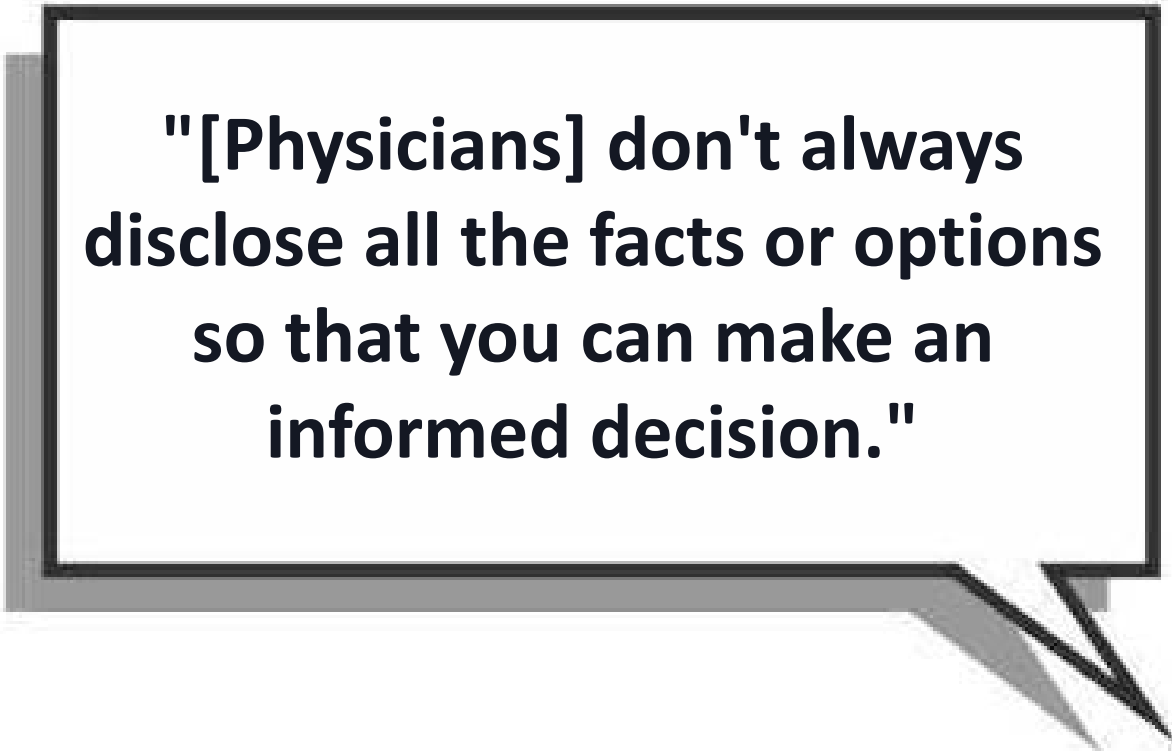


PATIENTS' BIGGEST PET PEEVES

Here's your opportunity to learn what you might want to avoid saying — or doing — next time a patient comes to your medical practice.

PATIENTS' BIGGEST PET PEEVES

Lack of discussion about alternate treatment options and associated costs



"[Physicians] don't always disclose all the facts or options so that you can make an informed decision."

PATIENTS' BIGGEST PET PEEVES

Failure to disclose if you are "out of network"

"Calling ahead to confirm that you are covered by insurance and that the doctor that you are seeing is in your network, only to find out after you have seen the doctor that you are *not* in their network and your \$35 copay has shot up to a \$200 fee. [I'm] still fighting this bill ... for the past nine months!"

PATIENTS' BIGGEST PET PEEVES

Being asked the same questions numerous times

"I hate that [staff members] ask you to describe what's wrong when you check in and they take notes, then the nurse comes in and asks you what's wrong and takes notes, then the doctor comes in and asks you what's wrong and takes notes. Are they all just doodling when they're taking the notes?"

PATIENTS' BIGGEST PET PEEVES

Inefficient and repetitive paperwork

"Filling out the same eight-page forms over and over again just because, 'It's a new year,' or filling out the same information on multiple forms [is my big pet peeve]." I have no patience for such illogical inefficiency."

PATIENTS' BIGGEST PET PEEVES

Poor scheduling

"Overbooking patients and then making everyone wait over an hour to see the doctor [is my big pet peeve]."

PATIENTS' BIGGEST PET PEEVES

Letting technology get in the way

"I hate it when the doctor faces the computer to take notes instead of facing me. My nephew just got a job as a doctor's scribe to do the computer note-taking while the doctor actually has a two-way conversation with the patient."

PATIENTS' BIGGEST PET PEEVES

Setting inaccurate or unrealistic expectations

"I hate it when the doctor leaves the room after a brief exam and says, 'I'll be right back,' but doesn't return. I can be quite assertive and have actually been able to get the doctor to come back by complaining to the nurse that I had more questions to ask the doctor."

PATIENTS' BIGGEST PET PEEVES

Lack of resolution

"They might have more knowledge and application experience than the Internet, but they are often still guessing or using 'tried and true' methods. I fall far outside the norms in many cases and those methods fail. That being said I empathize with them as people and having to deal with issues like mine from a professional standpoint."

PATIENTS' BIGGEST PET PEEVES

Jumping to prescribe too soon

"They insist on prescribing drugs for everything as opposed to treating the whole person."

PATIENTS' BIGGEST PET PEEVES

Failing to consider the patient's perspective

"My GI thinks she knows more about my body than I do. That's annoying. She thinks diet doesn't affect my GI issues. She insists on prescribing pills and totally dismisses the idea that almost all of my GI symptoms could be controlled by diet."