

# iPASS

NOVEMBER 2020

1ST ISSUE



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PROFESSIONALISM

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# Welcome statement

It is such a pleasure and great privilege to present to you the introductory issue of our E magazine, this new peer-view magazine which provides innovative approaches and delivers an overview and spots the light on gray areas in our profession.

It provides an important form to address critical issues in the field and exchange new ideas, and promises to make a significant impact upon the field of medicine and aims to provide a form of dissemination for budding doctors, encouraging them to be as professional as one can be.

TECHMATTERS: 5 WAYS TECHNOLOGY WILL IMPACT MEDICINE IN 2020 ,BY LORI MELTON -DECEMBER 5, 2019

## CHIEF EDITOR'S NOTE

On the occasion of the current issue of "I-pass", I wish to convey our thanks to the faculty members of DMC, dean, and most importantly to Dr. FOUZIA SHERSAD for encouraging us and providing this opportunity for her students to explore another side of themselves, the incredible team that myself is working with, that includes reviewers and readers.

I wish to affirm our commitment to excellence as we are pleased with your comments and eagerly looking forward to your valuable suggestions, topics, and articles from your side, continuously supporting and the development of a better future our beloved readers.

Here's to us succeeding together!

Stay safe.

**Student Dr. OLA YASIR**  
**1st year medical student**  
**Director & Chief editor**  
**DMC, Dubai,United Arab Emirates**



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# THE SIMPLE THINGS

BEAUTIFUL DAY TO SAVE LIVES"

WRITTEN ANISA ABDULLAH

Growing up, I went to the same family doctor from when I was born until I moved to the United Arab Emirates in 2018 from Toronto, Canada. As I reflect upon it now, I can truly appreciate how great of a doctor he was. For every visit, he would always start with a smile and a greeting. No matter how nervous or sick I felt that day, it would make me feel better. Additionally, sometimes if I had the courage, I would ask him about the vaccines and medications he would prescribe for me as a kid. I would ask about their purpose, why I need them, and sometimes even repeat my questions. Every time he would always answer patiently and honestly. What stuck with me the most was how he would talk and explain things to me like an equal, no matter how old I was.

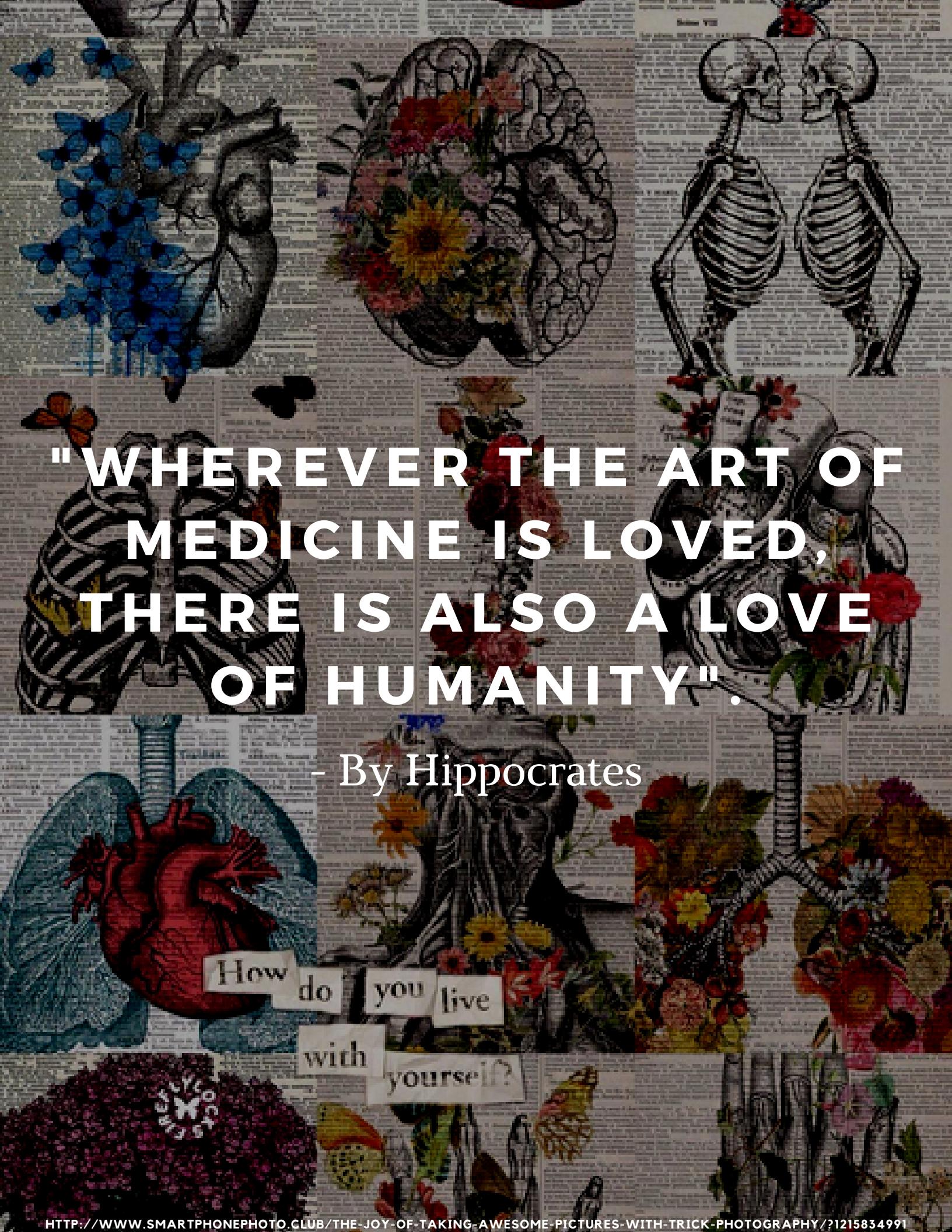
After professionalism lectures, I now know and learned that this was all done in the name of professionalism. They may seem like simple things, yet they all made a great difference, even to go as far as to always ask me whether I wanted the medicine as pills, or as liquid due to the problems I had with swallowing pills in the past has shown his commitment to improving not just my overall health, but also the quality of care.

Furthermore, professionalism is a critical aspect of doctors' career and has serious repercussions if ignored.

Since it is the foundation for maintaining and building trust with each patient and in return affecting society. When a patient does not have confidence in their doctor's abilities, it could lead the patient to avoid seeking medical attention when they need to, resulting in serious health complications in the long run.

Additionally, with the recent events of the Covid-19 pandemic, doctors are put under a microscope, where they are challenged to deliver the best medical care for people affected by the virus. Without the fundamental principles of professionalism, things would have escalated at a much higher rate.

In conclusion, each interaction between a patient and their doctor is unique and impacts each person differently. Displaying empathy, honesty, altruism, and following the professional code of conduct is what makes a great doctor. And I aspire to be one through following the footsteps of my primary doctor in my journey to become a doctor.



"WHEREVER THE ART OF  
MEDICINE IS LOVED,  
THERE IS ALSO A LOVE  
OF HUMANITY".

- By Hippocrates

How do you live  
with yourself?

# THE TRUE MEANING

## DAY TO SAVE LIVES

WRITTEN BY GOUMANA HANY

According to Virginia Tech, professionalism definition is the conduct, behavior, and attitude of someone in a work or business environment, usually associated with formality. For the longest time, I used to believe that this was the only definition for professionalism and that it ceased to exist without formality. However, I soon learned through an experience with a medical professional that professionalism was much more than just maintaining certain limits with your patients.

A couple of weeks ago, my younger sister had a minor accident while playing in our backyard. She fell on her leg, and she could not walk on it. Therefore, my parents decided to take her to see a medical professional at a nearby clinic. My sister was hesitant, scared, and for someone her age, she assumed the worst. The panic in her eyes worried me, and I tried my best to explain to her that seeing a doctor will help us understand the problem and thus ease her pain. Although she did not fully believe me, she agreed to go.

Once we arrived at the clinic, they checked her vitals and went into the doctor's office, and he greeted us with a warm and welcoming smile. Almost instantly, I sensed my sister relax as if it dawned on her that she is in safe hands and that the doctor is here to relieve her pain.

He then proceeded to do a physical examination of her leg and asked her questions directly. Then, he started to explain that she might have a contusion and described the differences between various leg injuries to us all while maintaining eye contact. He also recommended performing an X-Ray to confirm his assumption. My sister then felt confident enough to ask questions, and they seemed never-ending, yet he responded to every single one of them with absolute patience and respect. I also noticed that he tried to clarify all her doubts using simple and understandable language. Finally, after the x-ray, the doctor confirmed his concerns and explained the treatment plan.

This experience was the turning point in my perception of professionalism. I realized that the way the doctor interacts with the patient and how he respects the patient's age and understanding is just as crucial as being formal. Moreover, I learned that part of professionalism was the ability of the doctor to make the patient feel comforted and safe through his gestures and patience. Lastly, I learned that respecting the patient's autonomy and having altruism is an essential part of professionalism in medical professionals. As future doctor, this incident made me realize the importance of professionalism amongst healthcare workers and the difference that it makes from a medical professional to another.

**"HE IS THE BEST  
PHYSICIAN WHO  
IS THE MOST  
INGENIOUS  
INSPIRER OF  
HOPE"**

*- Samuel Taylor Coleridge*



MEREDITH (DOCTOR), FROM GREY'S ANATOMY (SCREENSHOT FROM EPISODE ITSELF)

# JACKLEG

IT'S A  
BEAUTIFUL  
DAY TO SAVE  
WRITTEN BY HIND MARWAN

Many of us define being professional as someone with a high level of education, and experience, however; being professional is about following the code of conduct, having a good attitude and behavior at a certain organization or situation a person is placed in, regardless of the high earnings or titles he or she may or may not hold. Acting professionally increases people's respect for you, in which you will become more reliable, illustrating great communication skills, leadership, and competence.

We usually tend to learn from our experiences as they differ, but sometimes we learn from the experiences of others. My eldest sister, Wa'ed, who is almost 28 years old, shared with me her frustration about an incident that she encountered in one of her visits to the psychiatry clinic. After her therapy session that went smoothly, she headed to the reception area to finalize the paperwork. The receptionist greeted her, and asked her how the visit went, he proceeded to invade her privacy by asking her a series of questions that are inappropriate and violates confidentiality in a doctor-patient relationship.

Although my sister kept on avoiding his questions due to her discomfort, he continued not to only ask her questions that are deemed to be improper, but he took it upon himself to take it several steps further and diagnose her with different mental health illnesses and praying for her recovery. Therefore, he was distracted by his curiosity from doing his job which is taking the visit fees and documents, which cost her another trip to the clinic to give the payment.

In conclusion, the receptionist did not consider the patient's well-being and secrecy, in which he was not at a place that suits his best interest to act in such away. Also, the management should look into this concern, and teach their staff the importance of professionalism by training them before hiring them full-time or officially, this will enhance the clinic's reputation, and conflicts will be minimized.

**"PRIVACY WITH MEDICAL INFORMATION IS A FALLACY. IF EVERYONE'S INFORMATION IS OUT THERE, IT'S PART OF THE COLLECTIVE"**

- *craig venter*

**"CONFIDENTIALITY IS VIRTUE OF THE LOYAL, AS LOYALTY IS THE VIRTUE OF FAITHFULNESS".**

- *Edwin Louis Cole*

# PROFESSIONALISM IN MEDICINE

BEAUTIFUL  
DAY TO SAVE  
LIVES"

Professionalism may seem like a simple word, yet it holds a strong meaning in any profession, especially in the medical field. It adheres to a lot of qualities needed to be agreed upon by the associates, patients, and society. Professional doctors always prioritize the patient's needs and keep up with the latest updates in the medical field. Also, doctors should present humanistic qualities when dealing with patients by being mindful, and compassionate especially when breaking bad news.

Another essential part of professionalism is honor and trustworthiness. Doctors should keep patients' data safe and confidential. And have good communication skills while dealing with colleagues and patients, taking into consideration their background and lifestyle.

Experiences differ from one person to another when visiting doctors, some can go good, and others can go bad. My close relative, who soon will be a mother, shared with me her story about an incident that she has encountered in one of her visits for a regular check-up as well as she wasn't feeling well.

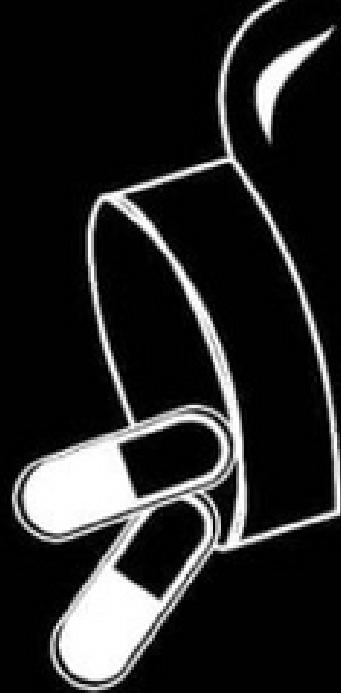
However, she took an appointment in another hospital because the doctor she usually goes to was out of town. The hospital she booked an appointment in was in a busy state that day, where on her arrival she was asked to take a seat and wait, but it seemed like she had to forever. She even asked one of the staff members if she could lay down in any available healthcare room since she wasn't feeling good, but her request did not receive a great response as one of the healthcare providers said he would go looking for one, but never came back.

When it was finally her turn to go, the doctor wouldn't listen to her concerns carefully but instead, he bragged about his past and was in a hurry while examining her. And she left with disappointment from the people that work in the hospital.

In conclusion, unprofessional behaviors in the health sector could lead to unsatisfactory patients and unreliability of the society on the doctors. Nevertheless, this could be avoidable by good training of employees that focuses on communication skills, patience, ethics, respect, time management, teamwork, and other qualifying skills in the medical field. Thus the act of professionalism would benefit both health care providers and patients in the long time run.

**"THE FRUIT OF  
LOVE IS  
SERVICE,  
WHICH IS  
COMPASSION  
IN ACTION"**

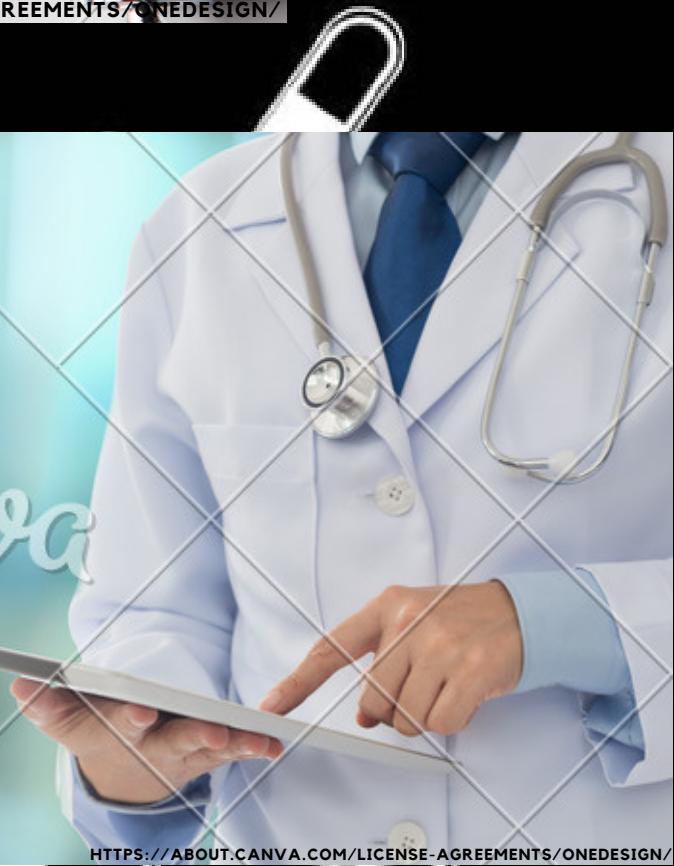
- Mother Teresa



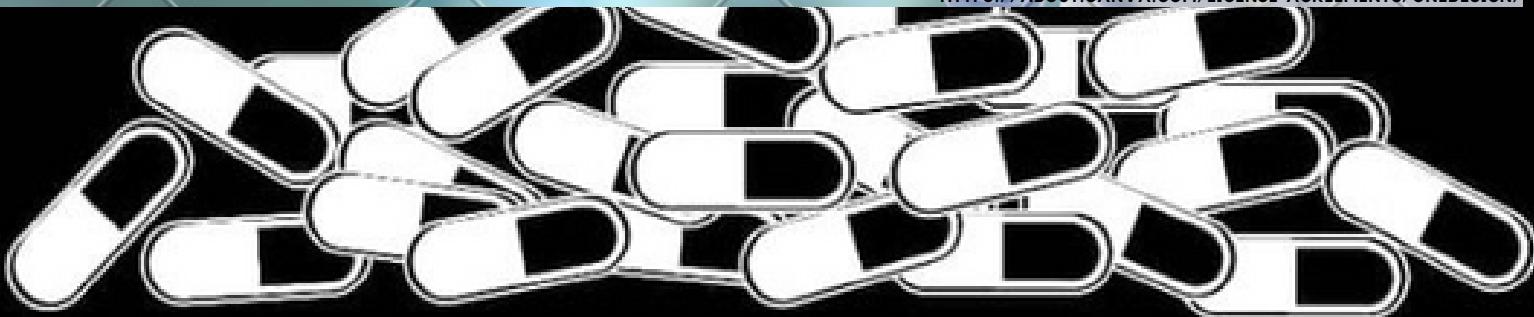
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**"THE GOOD  
PHYSICIAN TREATS  
THE DISEASE; THE  
GREAT PHYSICIAN  
TREATS THE PATIENT  
WHO HAS DISEASE".**

- William Osler



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# OATH OF THE BRAVE

## DAY TO SAVE LIVES

WRITTEN BY FARAH AL SHABOOT

Professionalism has been an overlooked topic and not a necessary criterion in medical organizations because all you had to do back then was complete your five years of studying, which were devoid of any skills required to deal with patients nobly

. People in the old days neglected the ethical and moral aspect of medicine and was not of much importance as what you had to offer materialistically. Things took a turn in the last one or two decades with the efforts of those who wanted change, and us rolling over the clean sheets of the progressive concept of professionalism was the result.

Regardless of the uprise in the medical field, some doctors still fail to meet the basic standards of decency and instead choose to disappoint themselves and their sufferers. My unpleasant experience started when I encountered a terrible stomach ache that left me with sleepless nights while I was abroad to do Hajj & Umra, I got transferred into the ER when it got unbearable, and that's when everything started. The medical services were mediocre, but the staff were horrible with me, they all had a terrible temper, and none of them bothered to smile to my face!

I was diagnosed with food poisoning, so I had to stay in for a couple of days. I also had to take an intravenous injection to release the pain from a very unprofessional doctor, who forced my mother out of the room and singled me out only to start asking me very personal questions about my family's and political views about sensitive topics.

He also insulted where I come from and higher authorities there, all while holding an injection that could've been lethal. The look in his eyes terrified me as I surrendered and went along with it. We couldn't file a complaint because our visa expired and we had to travel back home. That was the turning point in my life where I have decided to become a doctor and honor the oath.

Through further research, I found the AMA Code of Medical Ethics opinion 9.12, which states no patient should be treated any different or refused treatment because of their race, color, or religion. Nevertheless, my personal experience coupled with my passion for helping others and medicine, I made a personal oath to push myself to be the best doctor I can be ethically and professionally.

# AN ACT OF PROFESSIONALISM

BEAUTIFUL  
M  
DAY TO SAVE

WRITTEN BY SARAH  
FADHIL HUSSEIN AL-RUBAYE

Professionalism is not something that occurs naturally to many people. Teaching professionalism requires the person learning to be willing to participate in education as much as the teacher is trying to teach. Different people learn in different ways. For instance, some people can learn professionalism in a class setting, while others have to undergo physical experiences/ hands-on learning to learn and mature from the scenarios. Regardless, being professional takes many small encounters and is a subject that continues to be taught way past class time and into every individual's career. Another intriguing aspect of this subject is the fact that it depends on each individual's profession. For instance, teaching professionalism to a doctor can vastly vary from a teacher or an engineer.

My first encounter with professionalism has been the most influential encounter for me since it changed my life drastically. When I was nine years old, my little brother was born without an immune system and had to get a bone marrow transplant from me. His situation resulted in his two-year hospital stay in Germany with my mother and siblings while I remained in the UAE with my father. His period was a challenging time for the entire family and at the time, seemed almost inevitable. However, looking back at it now, this situation helped shape my personality and start building on my professionalism. For example, whenever I required to travel and visit my family, I developed a proper procedure that would help the people around me and me cope with the leave. For instance, I always inform the school administration a week before vacation.

Also, when I came back, I was required to get a hold of all my teachers and explain my absence to do my best to catch up. Moreover, as I am the oldest sibling, it was my responsibility to take care of my two younger sisters when visiting my

mother in Germany. I also had to take on the role of an adult at a young age

for them. This responsibility helped me develop the following set of skills:

better organization skills, punctuality, communication skills with adults, accountability, and maintaining and teaching proper professional manners that I

witnessed in the hospital.

Last but not

least, being in this situation at a young age helped prepare me for any unmanageable future situations that I may have to face. I learned that keeping

a calm, collective, and professional attitude will not only help the person you

are experiencing this with relax, but it may also put you at ease despite you

feeling the opposite way at the origin. By being calm and reassuring in the past, I was prepared to demonstrate the same skills before an exam in high school and hopefully on patients and their families before difficult decisions. When analyzing the situation and looking

back on it, despite it being difficult to endure at the time, I am grateful that I was able to take away the positives from it to learn and develop my professional skills. Having to leave school for a month helped build my communication skills with both the administration and the teachers. It also helped teach me new methods of learning and catching up on my studies that greatly

influenced my studying methods in high school. Being the eldest sibling helped

show me responsibility, not just for myself but for the others around me, especially the ones who are unable to provide that for themselves.

Maintaining

a professional appearance and mannerism is also key to getting through tough

situations. Overall without those harsh hand-on experiences, I would not have

developed as a person.

In conclusion,

professionalism has to be both experienced and taught to stick with a person.

Additionally, one cannot stop learning at a certain age but must be able to develop on the skills that they have learned in the past so they can be the best person possible.

GRAYS  
ANATOMY

# THE UNSEEN REALITY OF PROFESSIONALISM

"LIVES"  
**WRITTEN BY REEMA  
FATHIMA**

The economy of the world is based on one's occupation, from a homeless vagabond to a tycoon, everyone contributes to the GDP of a country. Likewise, every job has its set of requirements on working ethically, efficiently and wisely, and here's where professionalism comes into play.

Being in any field that requires interaction, professionalism is foreseen (when working with clients). Kindness, understanding, sympathy (yet not intrusion) are notable examples of a professional attribute.

I've never had one astounding occurrence where I learned about professionalism, rather its these small incidents which played a cumulative effect and shaped what I think about professionalism to date. For instance, a clown's job doesn't fit the generalized idea of a well-mannered behavior as it involves making a fool of themselves, laughing out loud, hitting their fellow companions, etc.

But on the flip side they have the ability to make a person

who probably had a rough time, smile and laugh heartily. Stereotypical professionalism sends a blunt message on how a person should carry themselves

in public like the commonly heard phrases 'don't laugh too loudly', 'lower your volume', 'sit properly' and the list goes on.

Professionalism is an act which varies from one occupation to another. Similarly, in a sports match, players tend to seek cheers, claps, squeals, and screams as it gives them a sense of belonging, support and empowerment. I feel the passion ,players have for the game and the fans have towards players sincere and admirable.

I find these acts professional even though they are not customary. People should commit mistakes so that there's room for improvement. Of course, a person should act according to the situation but sometimes it's okay to misbehave and have fun, life is too short to be held down by a leash of expectations.

In conclusion, I view professionalism as a way of being truthful and honest to the work one pitches in.

# PROFESSIONALISM IN EMERGENCIES

**WRITTEN BY OLA YASIR**

When talking about professionalism many other subtopics must be covered to deliver its meaning in the most reasonable and appropriate way for society to accept. From this point onwards I am going to share an incident that made me differentiate between a professional attitude and a non-professional one, adding some key features indicating a pro-personality, and giving my humble feedback

On my birthday eve, I had some bad cramps in my abdomen and started vomiting, it took too long till I started emptying pure stomach juices, I was so tired. Went to the A&E then was referred to Dr. Nafeesa, an Obs & Gyne surgeon and consultant in Al-Zahra Hospital-SHJ (2014). To make the long story short, I was so scared when I met her the first time because she decided on an operation.

She explained what was going on in details and explained what might happen as a complication if I reject this operation, and took me through the surgery room so I get familiar with the place and the other team members so I could understand and calm down, she contained me saying everything is going to be alright as long as we act immediately, and that is what happened !

The next thing I remember is me laying on the hospital's bed and everyone was thanking God for my safety.

What we went through was a very rough experience but the professional way that the doctor dealt with us and the decision she took made it much easier for her to break the bad news and for us to accept and act upon, and indeed it was for the patient's own well-being and health.

So, coming to my observations and summary of what builds a pro-doctor based on this experience that I went through:

- Great communication skills, such as body language, listening and eye contact
- Paying attention
- Honesty
- Altruism
- Respect Patient Autonomy
- Humanism
- Compassion, integrity
- Commitment
- Competence

And so on with the attributes of professionalism, we should all be aware of and practice as it plays a massive role in achieving a successful career doctors or health care professionals in general. What I learned is that the development of such local practice standards and other necessary health tools and conditions will improve the quality of healthcare provided for the people. Seeking training in professionalism will help ensure the former yet practicing it every day prepares doctors for all possible situation to reach the best outcomes.

# A CLASSROOM MISTAKE

WRITTEN BY NAMRA FATMA JAFRI

PROFESSIONALISM IS A QUALITY THAT IS VERY IMPORTANT IN ALL FIELDS AND NOT JUST MEDICINE. THE MERRIAM-WEBSTER DICTIONARY DEFINES IT AS THE 'CONDUCT, AIMS OR QUALITIES THAT CHARACTERIZE A PROFESSIONAL PERSON'. HOWEVER, I BELIEVE THAT IT IS MUCH MORE THAN THAT. PROFESSIONALISM IS ABOUT APPEARANCE, LANGUAGE, RESPECT, ATTITUDE AND MORAL CHARACTER. IT IS THE WAY WE UPHOLD OURSELVES IN WORK SETTINGS REGARDLESS OF THE ATTITUDE OF THE PEOPLE WE ARE WORKING WITH. EVERY SO OFTEN WE INTERACT WITH PEOPLE IN OUR LIVES, WHETHER DURING HOSPITAL VISITS OR AT CLINIC, WHERE WE ARE SHOWN VERY UNPROFESSIONAL BEHAVIOUR BY MEDICAL STAFF, THOUGH THIS ISN'T JUST RESTRICTED TO THE MEDICAL FIELD. IN EVERY AREA THERE ARE PEOPLE WHO ACT RUDE AND DISMISSIVE AND WHO DO NOT UPHOLD THEMSELVES IN GOOD MANNER. THEREFORE, WE SHOULD TAKE EVERY MEETING AS A LEARNING OPPORTUNITY IN WHAT TO DO AND NOT DO IN WORK ENVIRONMENTS AND HOW TO UPHOLD PROFESSIONAL BEHAVIOUR.

EVERYONE, INCLUDING ME, HAS BEEN FACED WITH UNPROFESSIONAL BEHAVIOUR AND WE ALSO MEET WITH PEOPLE WHO DISPLAY GOOD MORALS AND ATTITUDE. IN HIGH SCHOOL MOST STUDENTS BY THEIR LAST YEAR SHOW DISREGARD FOR THE RULES, AND I HATE TO SAY IT, BUT BY THE 3RD TERM OF MY LAST YEAR IN SCHOOL I HAD ALSO DECIDED TO SKIP ARABIC CLASS. FOR THE PAST COUPLE OF WEEKS, I HAD BEEN ONE OF THE FEW STUDENTS WHO HAD ATTENDED CLASS. THE OTHERS WOULD BUNK CLASS AND NOT SHOW UP. ONCE AFTER A PARTICULARLY HARSH DAY I FINALLY DECIDED TO BUNK ARABIC CLASS WITH SOME OF MY FRIENDS AND WE SAT IN OUR COMMON ROOM. I KNEW THAT THE TEACHER WOULD NOT COMPLAIN ABOUT US TO THE SUPERVISOR AS SHE HADN'T DONE SO THE PAST COUPLE OF TIMES THE OTHERS HAD BUNKED. LATER THAT DAY MY ARABIC TEACHER CAME OVER AND TALKED TO ME. SHE EXPRESSED HER DISAPPOINTMENT IN THE ACT THAT I HAD SKIPPED HER CLASS AND HOW SHE EXPECTED BETTER FROM ME.

SHE DIDN'T GET ANGRY OR COMPLAIN TO THE SUPERVISOR BUT JUST TOLD ME TO WOULD RATHER I ATTENDED CLASS. MY TEACHER'S REACTION WAS VERY PROFESSIONAL AND CALM DESPITE OUR UNPROFESSIONAL BEHAVIOUR. WE SHOULD HAVE RESPECTED HER AND ATTENDED HER CLASS WHETHER WE FOUND IT INTERESTING OR NOT. SHE DEALT WITH THE SITUATION IN A VERY GOOD MANNER AND WASN'T RUDE OR ANGRY EVEN THOUGH THAT WOULD HAVE BEEN A REASONABLE REACTION TO OUR BEHAVIOUR. ALSO THE FACT THAT SHE TOOK THE TIME TO TAKE US ASIDE AND EXPLAIN TO US THAT WHAT WE DID WAS NOT RIGHT SHOWS HOW SHE WAS ABLE TO MANAGE THE SITUATION APPROPRIATELY. IN THIS SITUATION THOUGH NOT ONLY WAS THE TEACHER'S BEHAVIOUR PROFESSIONAL BUT OUR BEHAVIOUR WAS VERY UNPROFESSIONAL. MISSING CLASS ON PURPOSE IS DISRESPECTFUL AND SHOWS A DISREGARD FOR THE TEACHER WORK AND EFFORT. EVEN AS A STUDENT WE SHOULD RESPECT OTHERS AND HAVE A STRONG MORAL CODE AND ETHICS WHEN IT COMES TO INTERACTING WITH OTHERS.

IN EVERY FIELD WE ARE PUT IN A POSITION WHERE WE HAVE TO DEAL WITH ANGRY OR UNPROFESSIONAL PEOPLE. NOT BASING OUR ATTITUDE ON THEIR RUDE BEHAVIOUR IS A VERY IMPORTANT PART OF PROFESSIONALISM AND I THINK THAT MY TEACHER EMBODIED IT VERY WELL BY REMAINING CALM AND ADDRESSING THE SITUATION RATHER THAN SHOUTING AT US. FROM THIS I LEARNED THAT WE SHOULD NEVER REACT TO ANY SITUATION AGGRESSIVELY AS THAT WON'T HELP SOLVE THE PROBLEM AND RATHER WILL ONLY ESCALATE IT. IN MEDICINE WE WILL CONSISTENTLY BE WORKING WITH MANY PEOPLE AS A TEAM AND OFTEN WE MIGHT MEET PEOPLE WHO DISRESPECT US INCLUDING PATIENTS AND COWORKERS. HOWEVER, WE SHOULD ALWAYS MAINTAIN A PROFESSIONAL OUTLOOK AND SHOW RESPECT TOWARDS OTHERS REGARDLESS OF THEIR ATTITUDE.

**WRITTEN BY LISA S.  
SATCHE, 2001,  
GAINESVILLE, FL**

Doctoring is a profession  
that we all don't  
understand. But where  
would we be without your  
knowledge and graceful  
healing hands?