



# I PASS

## TRACK YOUR PROFESSIONALISM

A TITLE TO BE VALUED

AN INSIGHT INTO THE WORLD OF  
PROFESSIONALISM

THE FIERY DOCTOR

KNOW THE IMPORTANCE OF ATTITUDE  
AND BEHAVIOUR IN PROFESSIONALISM

COST LIFE TO SAVE MONEY

DREADFUL RESULT OF  
UNPROFESSIONAL BEHAVIOUR

PERSEVERANCE

RESILIENCE IN THE MEDICAL FIELD

PROFESSIONAL'S  
PERSPECTIVES

Hear it from the  
experienced professionals

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- JANA MANHAL ALARAJ
- MAHERA MALLICK

## OUR TEAM

### → Ameera Majeed



First year medical student. I see dreams like others but believe that it will come true with passion and hard work. I am an achiever and with my confidence and determination i will achieve what i have been eagerly waiting for. Beside studios life i have a secret life . I love cooking and painting. I do read some books as well specially mystery novels. My social life is inactive but i always love doing social services.

### → Faazila Naaz



I'm a first year medical student in Dubai medical university. I've always been intrigued on how a cell that cannot be seen by the naked eye can be so complex. My dream is to become a surgeon as I've always been interested in knowing about the human body and how it functions

### → Ifrah Ayesha



Hii! Im a first year medical student at Dubai Medical College. It's surprising how surgery is a combined quest of knowledge which includes to serve, to save lives and to alleviate suffering. After I graduate, I would really love to specialize as a surgeon.

### → Samira Zoreik



Currently a first year medical student studying at Dubai Medical College. After I graduate, I intend to specialize in dermatology as I've always been fascinated by the skin and how it works as well as cosmetic issues.



## EDITORS NOTE

December is here and it brings back the most awaited season of the year- which for me has always been the cold winter nights and the cold breeze which relieves any sort of stress I own. A complete change in the wardrobe, pulling out all the sweaters that were boxed up and hidden out of sight during the hot days of summer. It brings us to the end of the year and also an end to a chapter of our life. Leading us to new beginnings, new chapters and A New Year.

Covid 19, which has been the main highlight of the Year 2020. A historic pandemic, which affected our lives tremendously. It taught us the importance of personal and public hygiene, made us aware of the importance of hand hygiene on a large scale. Most significantly, the importance of Healthcare workers in our life. The Real Heroes in this pandemic. We welcome our readers, to the 6th Issue of **I Pass E-Magazine Track Your Professionalism**, where we welcome you to the World of Professionalism, its significance, necessity and its appropriate usage in our daily life. We have an incredible section where the Co-Editors have expressed their beliefs, opinions and experiences regarding Professionalism. We also have an inspiring section, where our Doctors have conveyed their perspectives about Professionalism and how they execute it with their experiences.

Learning has no boundaries indeed and this has been proven by DMC, through the virtual activities conducted. We also include an inside update of DMC, and around the world. We promise to be even better with more interesting features, opinions, and relevant news.

Until next time, happy reading.

Warmly,

Saniya Merchant  
Editor-in-Chief

### → Sarah Masood



Hi! I'm a first year medical student at DMU. I plan on becoming a cardiologist and hopefully one day open a charity hospital, I believe healthcare should be accessible to all.

### → Shifa Akhlaq



A first year medical student who loves to read poems as it gives me an insight on how deep a person's feelings can go , embedded into this little piece of illustration and I love the thrill and excitement of sports i.e. intriguing me the most ; admiring the sportmanship and how the players play their matches with such high intensity and analytics.

“

FRANK TYGER:

PROFESSIONALISM  
IS KNOWING HOW  
YOU DO IT, WHEN  
TO DO IT AND  
DOING IT



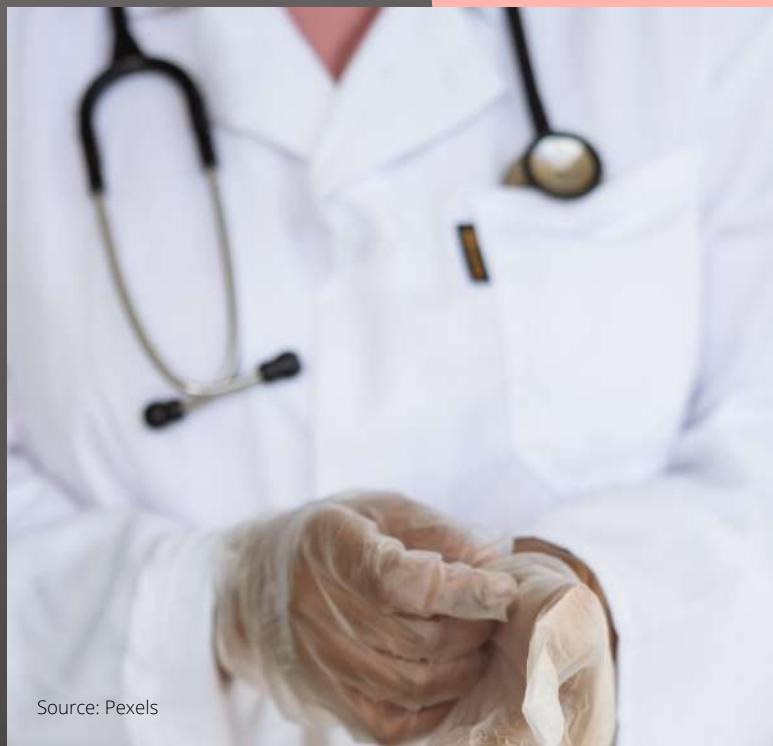
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# “A TITLE”- TO BE VALUED



BY AMEERA MAJEED BATCH 35

“ Professionalism is a pre-requisite in any professional field and it defers from profession to profession and from person to person. Everyone has a different approach to what is professionalism is. A person is considered or can be judged as professional or a professional with certain set of standards like whether s/he is committed, honest, empathetic, compassionate, altruistic and dedicated. We all observe and experience both professional and unprofessional attitude and behavior on a daily basis. Medical field is one of the fields that practices both professional and unprofessional behavior. Many places and organizations have certain guidelines and rules and regulations that demonstrate what professional or unprofessional behavior is. As a normal person even I have experienced unprofessional behavior. Few years back during the summer, I was suffering from skin fungal and bacterial infection. I visited a dermatologist for treatment. During the interaction and throughout the treatment I found out how unprofessional she was.



Source: Pexels

She just asked me few questions which were quite appropriate but not enough for further processes. Though her diagnosis was correct her prognosis wasn't appropriate. She prescribed me medicines which would cure the problem but left huge side effects on me as I had other medical issues. She did not ask me about my other issues or any previous medical problems and directly prescribed me medicines which I felt was completely inappropriate. Later after weeks my body was swelled and I had to be admitted for observation. I was highly disappointed with her behavior. With this experience I understood how much we should value what we are entitled with. We should self-check how we behave in different situations and with different people. We should follow all the guidelines and should be self-responsible. I would like to summarize by saying that firstly an entitled person must be self-responsible on how she behaves and secondly the particular organization must take stringent actions when an unprofessional behavior is observed and adhere to patients' feedback as it would help them to be informed on what is happening.

# WHAT IS CONSIDERED PROFESSIONAL?



BY SARAH MASOOD BATCH

35

Is the adjective definable? Scholars say it is a collection of attributes and actions taken by a professional. A professional is one who completes their job to the greatest of their abilities with integrity, puts their best foot forward in any and every task they perform. I believe it is the duty of every professional to remain honest towards their work and the people they come across daily. Although I have had experiences where some people have acted unprofessionally, majority of the people I have come across have been professional at their work.

According to the Royal College of Physicians London, "Medical professionalism signifies a set of values, behaviors and relationships that underpins the trust the public has in doctors". I noticed exactly that when I was at the hospital getting my blood drawn. I observed how professional the nurse was, not only while drawing blood but also while dealing with the patients. When I was called in, she first introduced herself, smiled and made sure to have a conversation with me to make me comfortable. She asked me to take a deep breath and look away as she was about to put the needle into my arm. She drew the blood so professionally I did not feel a thing.

The nurse made sure to build a patient-nurse relationship first and earn my trust by talking to me about schools, studies and about her experience in nursing school. She conversed with me as though I was an equal which allowed me to view her as a human rather than a nurse who was going to jab a needle into my arm. The humility in her attitude and work was what made me comfortable and allowed me to trust her. To conclude, in my opinion a professional is one who makes the person they are dealing with comfortable in their own skin and keeps a mutual boundary that maintains trust and does not exceed the limits of professionalism. The limits of professionalism I believe are placed by the professional and the nature of the person they are dealing with.

However, this does not mean boundaries do not exist. Boundaries will and should always exist and it is what distinguishes professional behavior from unprofessional behavior.



Source: Pexels



Dr. Fouzia Shersad

## Remarkable Words

1. What does Professionalism mean to you as a Professor and as a Doctor?
2. How do u remain professional in your daily life?
3. A good/bad experience about Professionalism in your life which remains remarkable

1. Professionalism encompasses a wide variety of future skills, which are crucial for success in the workplace.

2. While we accept to be role models for students, we have to strive to keep up with the evolving value systems, which emerge out of the newer arenas that our profession touches upon.

3. Personally for me, conducting a professionalism course to medical students by way of immersion in experiential learning has been an enriching experience.



Source: Pexels

# Professionalism through vision



BY: FAATIMAH MARYAM MUZAMMIL, BATCH 34

Professionalism for doctors can be described as a series of practices followed by professionals that depict respect and dignity towards their colleagues and patients. Living in this fast-paced world, it is sometimes easy to forget our responsibility and work ethics towards the community. This is why I think it is imperative for us to reflect on our actions and ask ourselves a question every day; Is our behaviour professional and is it a depiction of the ideals that exist in our profession? I would like to share my experience where I got a chance to learn first-hand about professionalism and witness professional behaviour.

Around 4-5 years ago, when I was in India for my annual vacation, I was having immense head pain and blurry vision. Relating this to myopia, I had my parents book an appointment for me with an ophthalmologist. On entering the clinic, a nurse guided us through the entrance and showed us to the waiting area. While explaining how to fill the forms and complete other formalities, the nurse was extremely clear when she was giving instructions. She then handed a registration slip to us and asked us to go inside the doctor's room when our number was called. After waiting for around 10 minutes, we were called into the doctor's room. The doctor was formally dressed, he greeted us with a smile and told us to take a seat. He then introduced himself and first asked me my name,

my place of study and afterwards about my chief complaint. The doctor explained how he was going to perform particular tests to determine my eye power and then performed a test called Refractive Testing where he flipped lenses in a phoropter to determine and fine-tune the prescription. He told us that the power had increased in my right eye which was causing the problem of headache and blurry vision and gave us a card which had my prescription details along with my name on it. He advised us to make me a new pair of glasses. He also taught eye exercises and suggested measures to prevent further increase of the eye power.

Thinking back about this incident, it made me realise how the doctor and his entire team were accommodating, caring and professional. He was an example of how a doctor should treat his patients. He also taught me that along with providing the prescription, it is vital to provide care to the patients. He depicted competence because he knew his subject well.

I think as medical professionals working in the field of providing health services, it is vital for each one of us to recognize our responsibility towards our patients and profession. Being aware of professional behaviour (teamwork, compassion, competence, appearance, etc.) can help us as doctors in providing better care to our patients.

# *Professionalism: Value and ideology*



**BY: SANIYA MERCHANT BATCH 35**

Professionalism is the conduct, behavior and attitude of someone in a work or business environment. It is not limited to any profession. Professionalism leads to workplace success, a strong professional reputation and a high level of work ethics and excellence. It makes a person more responsible towards his/her job. The idea and essentiality of professionalism is often either misunderstood or not heeded. For some, being professional might mean dressing smartly at work, or doing a good job. For others, being professional means having advanced degrees or other certifications under their names.

In our daily life we mainly come across two types of professionalism-positive and negative professionalism. I recently came across a negative form of professionalism by a highly educated and reputed oncologist who was a specialist in breast cancer. She created fake reports and suggested her patients to undergo chemotherapy without performing a proper diagnosis on them. She used to execute this type of act for the sole purpose of money without considering the harmful side effects on her patients. My aunt was diagnosed with breast cancer by her, she forced her to perform chemotherapy as the cost of undergoing chemotherapy is high. My aunt was not satisfied with her diagnosis and behavior, so she consulted another oncologist and found out that she was a scammer. Her license was cancelled right after the investigation and she was sentenced to jail.

This made me realize the necessity of professionalism in a doctor and how critical it is to put a patient's life at risk. It is very crucial for any professional individual to be honest, responsible and committed to his/her work. According to me, the real learning comes from what we see, experience and reflect.



Source: Pexels

. Reflecting on the experiences we have been through is the key to learning and success in life. It is very necessary that every professional individual not only maintains his image and himself but is also dedicated and responsible towards his work and society. A good professional individual should learn from his experiences in life and pay attention to them. Giving attention to life lessons gives rise to new ideas and modification of existing abstract concepts. This in turn leads to a healthy and better world.



*Dr. Nagla Raafat*

## Motivational Words

1. What does Professionalism mean to you as a Professor and as a Doctor?

2. How do u remain professional in your daily life?

3. A good/bad experience about Professionalism in your life which remains remarkable

1. For me as a professor and doctor I consider professionalism carries all the meanings of commitment, honesty, and feeling of responsibility. Moreover, accuracy in searching, and conducting information to new generations to establish the base of their career life.

2. I always try to be a role model in scientific as well as moral aspects. I try hard to be professional in treating my colleagues and my students. For my colleagues I always collaborate, exchange knowledge, and respect all of them. Regarding my students I try to give them proper guidance whatever despite my physical, psychological, or social situations

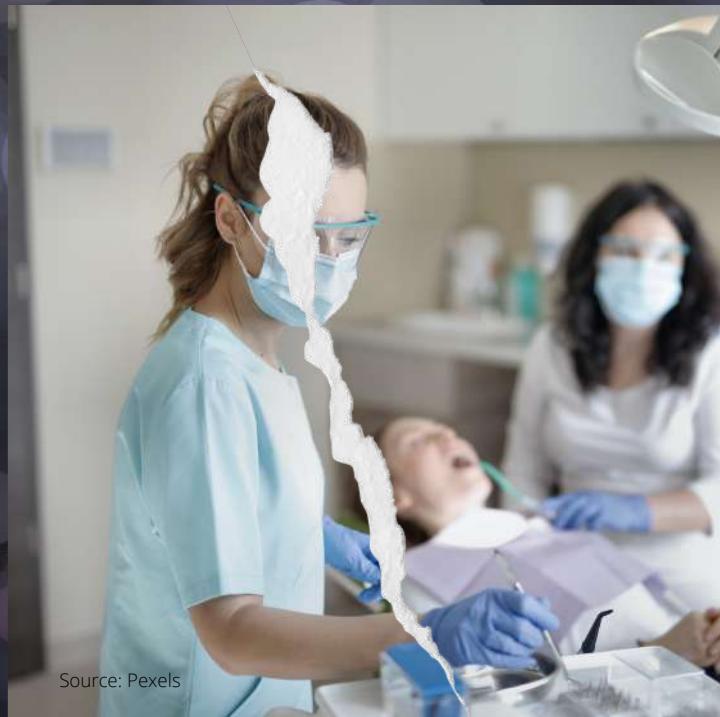
3. I respect the intelligence of my students, I found many young people are really impressive with their smart ideas and unusual suggestions, as I consider it very professional to keep learning all your lifetime even by your students

# Experience of Unprofessionalism in a Work Environment



BY: SAMIRA ZOREIK BATCH 35

Professionalism has many different definitions and attributes such as: respect, honesty, empathy, and responsibility. A professional person can be described as a responsible individual with good communication skills as well as having ethical and legal understanding. A medical professional has to be able to show their patients that they are trustworthy and accountable with their utmost respect through their communication skills in order for the patient to be comfortable. An experience I have had with unprofessionalism was in the medical workplace during a dentist appointment. I arrived for my dentist appointment on time and waited for my turn in the seating area. However, the doctor arrived 30 minutes late. When he finally arrived, he did not mention the cause or did not apologize for his delay and it seemed as if he was in a hurry during the whole appointment. I tried to mention my problems, but he excused them without explaining or answering them fully and continued to check my teeth in a hurry. I realized how unprofessional this was on his hand and these were not good attributes to provide for your patients. This experience taught me how to not treat your patients and how uncomfortable and disrespected a patient would feel if I did treat them badly.



Source: Pexels

I realized a professional could arrive early and mentions his mistakes if he had any, as well as listen to all his patient's problems. In conclusion, this was not a professional experience that should be portrayed to the patients. A medical professional should display respect, honesty, and altruism to their patients in-order for to build his trust between the professional and their patients.

# THE FIREY DOCTOR



BY: FAAZILA NAAZ BATCH 35



Professionalism is the conduct, behaviour and attitude of a person that is demanded of in all professions. It is a character that portrays the quality of service that is provided to one's client. There are many core values that need to be implemented in order to be a truly professional worker, such as sympathy, empathy, integrity and most of all compassion and kindness. These key qualities not only improve a person's character but also helps boost ones' worth, status and importance in the society. But unfortunately, not many realize the importance of having a professional attitude in their work environment. There are many instances where people deem it alright to act unprofessionally towards their clients, not caring of the consequences of such behaviour. One such incident that I have experienced is while visiting an eye doctor with my father. My father had immense pressure build up in his left eye and required an emergency operation. We had an appointment with the doctor to consult about the operation procedures. But when we got there, he made us wait from 8 AM to 3 PM for our turn. When it was finally our turn the doctor appeared to be very irritable and annoyed. He talked very harshly and even showed a lot of temper and attitude when we asked our doubts and expressed our concerns. He never showed my father even an ounce of compassion. His uncaring and dismissive attitude made my father extremely anxious and lost his desire to carry out the operation. He became fearful of going through the examination due to such unprofessional attitude displayed by such a high-standing, experienced doctor and lost his trust. It took an entire week to convince my father to do the surgery as he was on the brink of losing his eyesight. This type of behaviour was completely unacceptable and unprofessional.

The doctor failed to show any form of compassion and kindness and made his patient anxious. He did not show any care for the well-being of his patient and did not offer any words of comfort or reassurance. He never tried to reach out and proved to be extremely stubborn and refused to listen to any of our concerns. When he spoke, he always had spite in his voice that made us extremely uncomfortable. His unprofessional attitude made his patient lose faith in his ability as a doctor and lowered our respect for the hospital. Ironically, instead of making his patient feel better he did the complete opposite and scared his patient even more. In conclusion this type of unprofessional behaviour has no place in any type of profession. It was highly unbecoming of such a high-ranking doctor to act in such an unacceptable manner. His uncaring and rude attitude not only affected his own reputation but also that of the entire hospital as well. This type of behaviour reduces a person's faith in doctors and has no place in a productive society. A doctor's main priority must be his patient's well-being while having a strong desire to alleviate their pain and suffering. A doctor who does not display altruism and compassion is not considered a doctor at all. Professionalism is not just about appearances but also about relating and understanding other people.



Source: Publicdomainpictures.net

# COST LIFE TO SAVE MONEY!

BY JANA MANHAL ALARAJ BATCH 34

Professionalism is a broad term used to include the conduct, aims, and qualities that characterize a professional or a profession. It relates it to the behavior expected of one in a learned profession, or in other words, professionalism is usually used to describe the type of behavior you would expect from a professional person. For example, showing up to work on time, focusing on the task at hand and not fighting with your coworkers (unless you are a professional wrestler). Medical professionalism signifies a set of values, behaviors and relationships that underpins the trust the public has in doctors. Unfortunately professionalism is not always common among people, and many people have faced the problem with unprofessional behaviour especially in medical fields where it can cost someone's life...and that's what happened with my grandmother ten years ago. My grandmother was suffering from diabetes which was common in my family but as she grew older her health retreated.

Back then, there were not any good medical facilities so she had to travel for medication and for her bad luck, the doctors had really less knowledge and corrupt behavior , they kept her in the hospital for a really long time while they gave her the medication that they assumed would better her health. It was new and better but would take more time according to them, in fact it had no effect at all, and she sadly passed away a month later. All of this was done to make her stay longer in the hospital for the purpose of gaining money. After the police stepped up, they found out that most of the cases were similar to my grandmother 's case. They would trade a human's life for money! Thankfully, the hospital was closed and everyone who was responsible was put on trial. To stop similar future scenarios, there should be rules and restrictions to control worker's behavior in any profession. In addition, professionalism should be taught and understood in colleges and as a course.



Dr. Hajar Sheikh

## Influential Words

1. What does Professionalism mean to you as a Professor and as a Doctor?

2. How do you remain professional in your daily life?

3. A good/bad experience about Professionalism in your life which remains remarkable

1. For me, professionalism is doing your job not for worldly gains, but for providing service to humanity. Therefore, the behavior should be self-less. In the education sector, professionalism is an instructor's behavior inside and outside the classroom.

2. It is not difficult to be professional in one's job. If you chose the job for right reason (i.e service to humanity), then you can mold your conduct to meet professional guidelines.

3. I have one experience which I had witnessed in my childhood. One professional, was nice to the clients, however was treating the housekeeping staff in a belittling way, as if they are inferior beings.

# "Yes, I am a Professional!"



BY: IFRAH AYESHA BATCH 35

Looking back at 2018, I was spending my summer vacation back in my home country, India. During our busy schedule, we had to take our grandma to the hospital as she had an appointment that day. It was certainly one busy hospital, from patients waiting to nurses sprinting from one room to another. While waiting for my grandma's turn, something caught my eye, I saw a poor couple in an anxious state, always meeting the receptionist but they end up getting shoved off by her every time. They seemed helpless and worried. A nurse came out of the room and they rushed towards her, begging her and asking her about their son who was in the operation theatre for more than 6 hours. I was shocked hearing about it! But the nurse did not seem to care and just ignored them. This was disturbing to watch. Wasn't it her job to help them out? At the same time, a young wealthy couple was approaching that same nurse. Never been so astonished, the nurse changed like a chameleon and spoke to them with so much concern and due respect. "My son just had an operation and I need a good nurse to keep an eye on him while we go out," airs the wealthy mother. "How can we make sure that our son will have the topmost care?" adds the wealthy father. "Sir, Madam, you don't need to worry about your son as he is in our safe hands and I will be there to look after him" replies the nurse with the utmost respect. "And how can we trust you dear?" questions the mother. "Madam, I am well educated and a professional nurse and it's my duty to take care of my patients in this ward." Filled with satisfaction, the couple left off for their work. Meanwhile, the same old poor couple approached the nurse again to enquire about their son's status. But the nurse paid no attention to them and just left them with grief. This was confusing and at the same time hurtful to watch. What did she mean that she was professional? As far as I know, it was something related to responsibility and commitment towards what they chose to become.



Being a professional nurse, I don't think she did her job. This made me think deeply behind the meaning of the word professionalism. What is professionalism? Is it a title people keep for themselves or is there something behind it. Am I professional? Well, Can I say my profession is a student? I felt the need to check on what professionalism actually is and was she worthy enough to call herself a professional? Professionalism can be ascertained in several different ways and from various perspectives. "According to the Dictionary of Occupational Titles, professionalism is defined as a proficiency of a clear and specific body of knowledge and contribution to that body of knowledge with an adherence to a distinct code of ethics which controls behaviour via rigorous healthcare training (Dictionary of Occupational Titles, 1991).is the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values and reflection in daily practice for the benefit of the individual and community being served" (Epstein RM & Hundert EM JAMA 2002 ;287 :226-235). Professionalism is a trait that's highly valued in the workforce. It has many attributes, including:

1. Specialised knowledge.
2. Competency.
3. Honesty and integrity.
4. Respect.

5. Accountability.
6. Self-regulation.
7. Image

The ability for healthcare professionals to maintain a level of professionalism is very important because this will give assurance to the patients that they are in the good hands of healthcare professionals.

For example, making a wise decision and speaking firmly will give a good impression on the patient and their family members. It is also important that the medical professionals should use the language that can be easily understood as jargons may work perfectly well with professionals but not patients, thus creating confusion, incorrect cases and dissatisfaction in patient. Hence, professionalism can bring trust and confidence between the healthcare professionals, the patient and their family.

“Professionalism also depends on three things: attitude, behaviour and action. Attitude drives behavior, Behavior drives action; Action reinforce attitude” -Dale Atkins

The behaviour of nurse with the poor couple shows that she is not professional as she did not treat them as they should have been treated. Rather, she discriminated against them because of their status. Professionalism is a fulfilment for all patients and their family, no matter young or old; rich or poor or what they believe. In a nutshell, we should always remember we are dealing with someone’s health and there is never a time for you to not be putting not only their personal care but emotions into consideration - your patient is the one in the bed, not you. As David Maister rightly said: Professionalism is not a label you give yourself - it’s a description you hope others will apply to you

# PROFESSIONALISM: INDIA VS UAE



BY: SHIFA AKHLAQ BATCH 35

“The good physician treats the disease; the great physician treats the patient who has the disease” - William Osler  
The above quote describes the professional behavior of a doctor towards his patients. The patient shouldn't feel obligated to visit the doctor because of a mere doctor-patient relationship, he or she should be able to entrust his life and be confident with the diagnostic plans prescribed by the doctor.

A good physician should accommodate the following C's of professionalism which are:

- Compassion
- Commitment
- Competence
- Communication skills
- Confidentiality

Professionalism is the core duty of a doctor to be responsible to the society. A doctor's professionalism depicts an internalization of values and mastery of professionals' standards which play an important part in shaping the trust between doctors and patients.

Professionalism consists of various attributes which current literature focuses more on through the perspective of the healthcare professionals. A doctor's professionalism may influence patient's satisfaction and therefore, it is important to know from the patient's perspectives of what was expected of medical doctors' professionalism.

My youngest brother was diagnosed with Vesicoureteral Reflux (VUR) since birth but he eventually grew out of it. It is a condition where the flow of urine goes the wrong way. This condition is more common among infants and younger children. The urine which is usually stored in the bladder in this case goes back up to the kidney and causes urinary tract infections (UTI) and damages your kidneys. During the whole incident the senior doctor along with nurses were insensitive, ill-mannered, mercilessly scolding and blaming the young patient and the parents for the bleeding.



The doctor didn't let my brother stay in the hospital after the surgery to check up on the recovery. Few days later it was brought into light that the surgery was not done properly which was the reason for my brother's nausea and the excruciating pain in the abdomen region that eventually led to removal of the catheter.

Whereas, when the same procedure was done in UAE, Dubai hospital the physicians were humble, they kept reassuring my family members and my brother about whole process of the surgery and that it's going to be all good and that no harm would be brought to my brother. With the permission of the parents, they proceeded with the procedure by making my brother feel comfortable, giving the right dosage of anesthesia and the proper insertion of the catheter. After the surgery, they informed us about the stay of my brother for a few days in the hospital to keep a check on his recovery and vitals, later on, at the end when he recovered, they performed one last final checkup and then discharged him.

Overall, there was no doubt about the professionalism seen in the doctors and the nurses within the Dubai hospital health care.

In conclusion, professionalism has a crucial effect on the psychological experience of a patient throughout their life as Maya Angelou once said "They may forget your name, but they never forget how you made them feel" and from the above-mentioned incident it can be seen that communication skills are one of the most important aspects of professionalism that greatly affects the process of health care provided by the primary care doctors.





Dr. Hafez Ahmed

1. Professionalism is an attitude of respecting one self, qualifications and fulfilling all the expected duties to the best of one's abilities. To achieve that a process of life-long development and improvement need to be adopted. Professionalism means being able and willing to help those who need help within one's selected profession effectively.

2. Continuous learning of new knowledge and developing of new skills are needed, in addition to monitoring one's attitudes and rectifying any errors as they might develop.

## Inspiring Words

1. What does Professionalism mean to you as a Professor and as a Doctor?

2. How do u remain professional in your daily life?

3. A good/bad experience about Professionalism in your life which remains remarkable

3. I was undertaking the military service, as a junior doctor, in a distant location. An external review team general had a serious problem of urine retention. No other doctor had experience with catheterization, while I had. I offered the help, giving a confident explanation of the procedure to the general who trusted me. I was talking to him during the procedure and making sure he was OK. I managed to rid him of the stress and was promoted in return into a higher rank with a small but unforgettable pay rise.



Source: Pexels

A few days before our college began, I still had the completion of my medical certificate left. My mother too needed to visit the doctor for her regular checkup since she has thyroid, so we chose an Internal Medicine doctor. I chose to write this essay on my appointment with this doctor since it is the most memorable. I am a person who finds it hard to communicate with people unless I am absolutely required to. And yet, it was so easy for me to loosen up around her. She welcomed us with a bright smile, wishing us good morning and made small talk with us first to make the atmosphere comfortable. My mother spoke to her first telling her that she came for a regular checkup, but she had a few questions. The doctor was very warm and open and let my mother speak first before asking her a few questions one by one, waiting patiently when my mother took time to think. In between, a receptionist came in to look up some files in the computer and she rose from her chair telling the receptionist to sit down and asking her what she was here for. The lady worked and the doctor called my mother to the bedside to check her vitals and then when the receptionist left she continued with the checkup. When we first began to take Professionalism and Communication Skill classes, I'd correlate most things we studied with how she interacted with us – asking one question at a time and giving the patient time and space to think and respond, the friendly environment she created, and the attention she gave her patient. What struck me was how open and kind she was, and what a comforting presence she had. Given that I was going to enter a medical school, interacting with her made me feel like she was the kind of doctor I wanted to be. Being a doctor in itself is a form of customer service and providing the customers/patients with what they require is not the only thing necessary in this profession but also ensuring that they were happy with your service.

# My Experience with a Good Doctor

BY: MAHERA MALLICK BATCH 34

It is important for a doctor to ensure that the patient feels comfortable sharing information and feels like they matter. I have had experiences with different doctors too, some of whom seemed intimidating, others who always appeared to be occupied and some who were a little intrusive.

None of these experiences were particularly memorable but they had left a blemish in my opinion of such doctors and made me nervous about having to visit them again. Experiences as such always make me associate them with a trait of my own and helps me learn what I am sure I never want to become and things I will strive hard to be. The kind of doctor I want to become is someone who can make all their patients feel comfortable and safe, without having to worry about being judged. Someone who's presence gives the patient a source of warmth and solace even in trying times. When I chose to be a doctor, it was to help and save people from bad experiences. From what our teachers have been teaching us, I have learnt that being a doctor is much more than being a knowledgeable person. It is about being someone who is well-rounded and can bring just as much as comfort to people as they can alleviate ailments.

# Perseverance



Source: Pexels

I am a person who faced many situations in life that did not work in my favor but eventually turned me into the strong woman that I am today. I have been to three countries in the pursuit of my education yet here I am still in my first year of college. I did not give up on my education due to the various difficulties I faced, nor do I ever plan on doing so. I was seventeen and in high school when I first decided to become a doctor. In a bid to help my mother financially as she is the sole breadwinner in the family I decided to study medicine at the University of Science and Technology in Jordan which would be a lot more affordable than what I would have to pay here. That year turned out to be one of the most devastating years I faced in my life. I was alone in a new place with people who I would not deem as too friendly. The courses taught at the university were too heavy and in no way engaging in any sort of a meaningful way. There were many other things on top of all this that made me want to quit but I pushed through and managed to pass my first year with flying colours. I was happy and proud. At the beginning of my second year my dad who recently moved to Russia asked me to continue my studies there. I felt it was a good opportunity to move to a new place and spend some quality time with my dad whom I had spent many years away from during my rough childhood.



BY: NOOR LUQMAN BATCH 33

I became excited at the new prospects that this place could offer me. I soon joined Mordoviya State Medical University where I completed my second year successfully which was difficult to do as I was studying medicine in Latin language. Unfortunately, I soon learnt after that the university was no longer accredited in my home country Iraq! My family and I then decided that I would move back to UAE to achieve my dreams of becoming a renowned doctor one day. Once I moved back to the country I went through several months of uncertainty and confusion about picking a major that my mother would be able to afford without a strain. I became unable to decide between achieving my dreams or taking into consideration the deep financial setback that my mother would face. After a few months my mother decided she would do her best to help me achieve my dreams no matter what my family would have to sacrifice and I decided to start this journey and to make my mother very proud one day.

I learnt a lot about my life and journey in these past three years and I strongly believe they shaped me into who I am today. My struggles and hurdles enabled me to grow as a person and to never give up. Most importantly I learnt how to be responsible and dependent on myself. My knowledge expanded. My vision grew. My personality flourished. I learnt four different languages which I can speak fluently in. I can now easily converse in Arabic, Latin, Russian and English. I also experienced three different cultures in a short span of time which expanded my horizons and I cannot wait to experience more. Additionally, I am also a lot more appreciative of my family now that I spent time apart from them for a while and realized their importance in my life. To conclude I would like to say I have realized one thing is and forever will remain true: perseverance always prevails.





*Dr. Rasha Eldeeb*

## Encouraging Words

1. What does Professionalism mean to you as a Professor and as a Doctor?

2. How do u remain professional in your daily life?

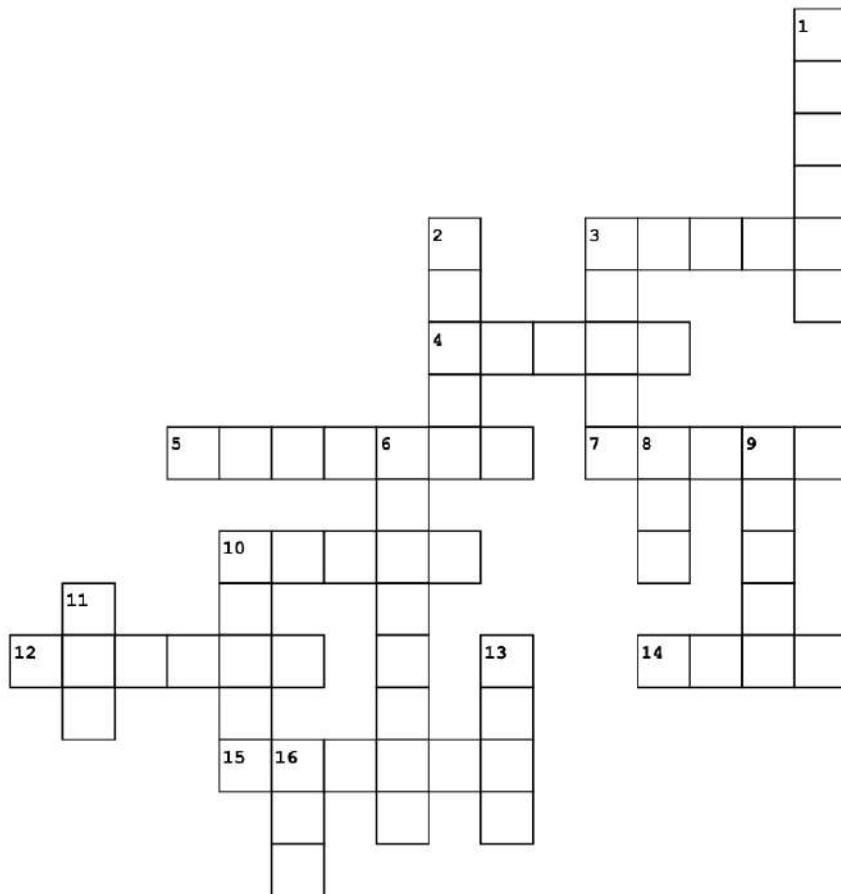
3.: What is the best part of being a professional?

1. Professionalism represents the person's ability to maintain high standards of behavior, practice, and knowledge during all times and circumstances.

2. To practice professionalism in daily life, one should be up to date with his knowledge, have self-discipline, be punctual, self-motivated, and always stay positive.

3. The good aspect of being professional is that you feel committed to your duties and responsibilities without being overwhelmed.

# BRAIN TRIGGER



## Across

- 3. capital of France(5)
- 4. planet(5)
- 5. harms(7)
- 7. edible bulb(5)
- 10. blossom(5)
- 12. double-cross(6)
- 14. went quickly(4)
- 15. solidly built(6)

## Down

- 1. powerful alkali(6)
- 2. stand in line(5)
- 3. paved area(5)
- 6. branch of math's(8)
- 8. York Leonardo da Vinci mural(3,4)
- 9. oily fruit(4)
- 10. boasts(5)
- 11. writing implement(3)
- 13. lads(4)
- 16. beverage(3)

boys	writing implement (3)	pen	venue	stand in line(5)	solldly ouilt(6)	York Leonardo da Vinci mural (3,4)	new	parts	capital of France(5)	earth	planet (5)	double-cross (6)	betray	powerful alkali(6)	potash
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