

Patient Centered Care

The goal of the session is to better understand what qualities patients value in physicians and to reflect on one's own values and beliefs as a means to becoming a patient-centered radiologist. By the end of the session, residents will learn which professional attributes will likely best serve them as physicians specializing in radiology.

Prior to the Session:

Read the attached letters that were written by patients about their deceased physician to the surviving spouse. Spend time reflecting on what qualities patients value, whether these or other values are of importance to you, and how you might apply these values to the practice of radiology. Think about ways you might develop these skills during residency.

For the Session -- Radiology-specific Case Scenario

Mrs. Smith undergoes an image-guided biopsy of her right breast. At the time of the biopsy, she expresses considerable anxiety that her primary care physician is on maternity leave and that she has never met the covering physician. She states that she feels very comfortable with you and asks you to call her with the results. Departmental policy states that results go to her primary physician. What should you do?

1. Take the stance that you cannot relay the results yourself. Justify your position. How do you explain this to her?

OR

2. Take the stance that you are able to communicate results directly to the patient. Justify your position. What process do you take to communicate the results with her? Does it depend on whether the results are positive or negative?