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An Email TO:		
James Driskill <inthemindway@gmail.com> Thu, Feb 3, 2022 at 10:58 PM To: "New Patient Appointment : Patient James Martin Driskill" <care@inlandpsych.com>, MHSOAC@mhsoac.ca.gov Cc: HSyed@inlandpsych.com, HozairSyed@inlandpsych.com</care@inlandpsych.com></inthemindway@gmail.com>		4:24:12 PM
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Proc (Bayl Univ Med Cent). 2003 Apr; 16(2): 157–161. doi: 10.1080/08998280.2003.11927898 PMCID: PMC1201002 PMID: 16278732 Communication gaffes: a root cause of malpractice claims Beth Huntington, BSN, MSN, JDcorresponding author1 and Nettie Kuhn, RN, BSPA, CPHRM1		4:25:21 PM
Excerpt:		
According to the AAOS, physicians who practice patient-focused communication show empathy and respect, listen attentively, elicit patients' concerns and calm fears, answer questions honestly, inform educate patients about treatment options, involve patients in medical care decisions, and demonstrate sensitivity to patients' cultural and ethnic diversity (4). The importance of developing rapport with patients cannot be overemphasized. Effective communicates skills are a critical tool that assists the physician in establishing that optimal patient rapport. Physician need to keep in mind that today's health care consumers, particularly those in the baby boomer and younger age groups, have much more medical knowledge than senior citizens. Both young and old, however, often judge the quality of care received on the basis of the physician-patient interaction. Certainly, the physician's skill and reputation play an important role in a patient's confidence. However, many if not most patients assume that physicians have the requisite technical skill to treat their medic problems. From the patient's perspective, therefore, what separates the adequate or average physici from the truly great physician is how well the physician practices the "art" of medical care, conveying those highly valued human skills of compassion and caring concern, especially when the care is painful difficult, or results in less-than-optimal outcomes, an inevitable cycle of miscommunication occurs are	e tion ıs ır, cal an uch. ıl,	4:25:45 PM
patient, family, and physician. Under these circumstances, patients who express their anger and frustration may cause the physician to react defensively in a way that may be perceived as hostile or arrogant. Most often it is this response that causes the patient to seek the advice of an attorney, becapoor communication between a physician and patient can lead an already angry, dissatisfied patient to believe the care was poor even when it was entirely appropriate (5). In the arena of physician liability, burden of "successful" patient-physician communication lies with physicians (5). That is not to say that patients do not share the burden, but society and the courts have deemed that physicians have the ultimate responsibility for initiating, clarifying, facilitating, documenting, and reinforcing discussions reto their patients' condition, treatment, and prognosis (5).	to , the at	400.04 DM
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The Doctor or perhaps the Greater Organization Collective		
should be reprimanded for ignoring patient communications.		
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