

Three Teaching Pearls

Every patient is a cross-cultural encounter

Pandora's box: You may not want to open the patient's Pandora's box, but remember – whether you open it or not, the patient has to live in it.

Get out of the way of your patient: The more you push, the more the patient will withdraw. Step aside, and empower them to step forward.

Listen to the story, not just the symptoms.

Be curious, not furious.

Know thyself, and then you will be in a better position to know your patient.

Notice dysfunctional patterns: Do something different

There is often no one right way of handling the situation, so you want as many arrows in your quiver as possible.

Don't blame the patient when you feel bad.

Noncompliance is the beginning not the end of the conversation.