

## Kind or Unkind?

Medical Student sees her next patient is Mrs. Gutierrez. She enters the exam room and says, "Hola, Senora. Como esta?" Kind or not kind? (Patient looks uncomfortable, and says "I don't really speak Spanish very well.")

Medical Student is told by R2 that the patient has just learned he has stage 4 adenocarcinoma. Thinking that the patient will need cheering up, the medical student approaches the bedside with a big smile on his face. Kind of unkind?

Medical Student enters the patient's room soon after mom has been told her child has several serious congenital anomalies. Mom is crying. Medical Student doesn't know what to say. She sits down and gently pats mom's back. Kind or unkind? (Then the patient says, "What are you grinning for? You think this is funny?")

Patient in need of a mammogram is undocumented and has no insurance. Medical Student stays late researching low cost options. Kind or unkind? (Yes, but if we had a different commitment to the health of people living within our borders, this would be routine, not kind).

Medical Student takes extra time when she discovers her patient has a history of violence and abuse associated with her immigration journey to this country. When she presents to her resident, the resident impatiently says, "You really need to learn to be more efficient. Most of this information is irrelevant." Was the medical student acting in a kind manner?

Medical Student overhears an attending disparaging a patient (out of patient's earshot, but very much within the team's earshot). MS considers making an anonymous report, but then refrains because she does not want to harm her attending's career. Kind of unkind?

Medical Student is in the room when attending informs the patient she will be unable to have more children. Medical Student feels badly for her and says, "Oh you poor thing." Kind or unkind? Medical Student says, "Oh, I'm so sorry." Kind or unkind?