

UNKNOWN HEROES II.

COMMENTS TO EDITOR: I think it's time to fish or cut bait on this one. It has been very hard to get additional reviewers, perhaps it is the time of year. The two that were returned were evenly split - one reject, one accept, which was not unlike the earlier round, although for different reasons. I make a final plea to the author below, but reluctantly I will support accepting the piece.

COMMENTS TO AUTHOR: Thank you for attending to the first round of reviewer comments. We understand your reluctance to make this essay too didactic, to "tell" the reader what to think, rather than allow them to "discover" various possibilities for themselves. Nevertheless, we ask you to consider whether a little more personal transparency might strengthen the piece, and a little more disclosure about lessons learned. As I read it, your main point is that we often overlook the less high-status members of the healthcare community, knowing little about their lives and struggles. Could you share in a concluding paragraph how your encounter with John - and his deaf parents - changed you in some way? Are you more likely to notice staff; more likely to see things from family members' perspective; more likely to be aware of caregiver burden; even more ready to think about the communication barriers posed by relying on a family member to communicate with deaf patients? Any disclosures along these lines would be welcome. Also, reviewer 1 makes some minor suggestions about writing style which we hope you will consider.