

## **A good physician respects your time**

**Question:** Why do some doctors make you wait even when you have an appointment and you know they are not busy?

**Answer:** I can only speak for myself when hearing this about other physicians, whether they are medical doctors or chiropractors. I personally find a person's time the most valuable element of their life and respect a patient's desire to want efficiency and punctuality.

I don't know about you, but if your life is anything like mine, everything revolves around everyone else's needs. The kids need rides to soccer, basketball, tennis and cheerleading practice or guitar lessons and/or after school activities, at three different fields and two different schools. There are birthday parties and movies that the kids need rides to and from and of course the dog needs a walk twice a day. Did I forget to mention that I had a full-time job also that includes lectures, scoliosis screenings, doctor meetings and writing this column weekly? I am not complaining but the point is I understand the hustle and bustle of daily survival personally and having your schedule interrupted due to someone's personal ego is aggravating to say the least.

Part of doctoring patients is understanding their needs and although time may not be their complaint it is a need. Our office attempts to be responsible with our schedule and take into account possible alterations in schedules so the schedule can be compensated for as quickly as possible. Emergencies are common in most physicians' offices and as long as patients receive communication that there will be a delay or a reschedule, as soon as possible, it

allows them to make a decision to either wait or reschedule without interrupting their daily plans.

My opinion is that making patients wait for no apparent reason is unacceptable and deplorable behavior for a committed physician. In this fast-paced moving world there is no excuse for taking the most prized commodity of mankind, TIME!

**Quote of the week:** *“The passing minute is every man’s equal possession but what has once gone by is not ours.”* – Marcus Aurelius