

Build Bridges and Not Walls



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On a typical day within our offices we are challenged with several situations which are quite trying. As hard as we try, there is that patient or two on our schedule that seems to cast a dark cloud over the once sunny day. Sometimes it feels like there is just not enough oxygen in your office to take that colloquial "deep breath" when they enter the office. Nevertheless, why do we allow them to have such control over our psychological destiny?

We play a game in our office with these "callous" patients who each seem to wake up waiting to make others in their world miserable. The rules are quite simple, make this patient smile first and you win. It is quite entertaining and we are always amazed how nice these patients become when you do not swing back at them. They are just looking to pick a fight which helps to feel that they are superior and in control. Give them something to chew in to and by all means it may be a piece of you. Our goal is to gain a win-win situation for the patient, staff, doctor and all the other patients observing.

Our moms who always were able to bring sunshine to rainy days taught us that to best survive in our often turmontious world to remember that "we should not step on the toes connected to the buttocks that we may one day need to kiss". Harry Truman summed it up well when stating, "When given lemons make lemonade". Take control by letting go of it!