

The Doctor & Mrs. Jones

A “Mrs. Jones” came into my office yesterday for her annual physical. We discussed her physical problems, medications and past surgeries. Knowing that she was widowed a few years ago, I inquired about how she was handling the loneliness. She cried and shared her feelings and we discussed the effects of anti-depressants. She refused them saying, “I’m going to be all right. I always feel better after I see you.” Wow! This woman just paid me more than any fee I could ever receive.

Like you, I have always focused on the art of medicine and less on the business portion of denied claims, insurance hassles, medical releases, lawsuits and prior authorizations. Then, two or three times a day, a “Mrs. Jones” comes in and I remember why I love being a doctor.

As our culture seems to become more ungrateful, insensitive and demanding every day, I take joy in helping the sick have a better life. I know we must be tough on business issues but the hugs I receive every day from grateful patients has convinced me—and I truly believe—that we are making a huge difference and the world is better because we care.

Many of us are volunteering to help the less fortunate at free clinics, trips to Mexico, trips to Guatemala and trips to Tanzania. We help people and as a profession, I believe we are creating goodwill wherever we choose to serve. The fact that 40% of our membership is proactive on medical issues is proof enough that we will succeed because united we are an awesome force.

I welcome your comments or suggestions at MCMS@medical-society.com.

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President