

Video for the month of June

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Trust, transparency and accountability are supposed to be the most important ingredients when we are up to building a strong relationship. In this video we got to learn about medical professionalism from four different aspects. Above all, we learn that "Medical professionalism means that we can rely on medical professionals", said Helen Darling. The trust that every patient places on medical professionals must be protected. For this purpose, we as a medical professional do everything what is right and what is necessary to ensure that trust is well-placed. As we know very well that to be a medical professional is just not a simple thing. By this, we enter a bond, a relationship in which we are being trusted by our patients and we need to take care of that trust and accountability. When we move to the second aspect we learn "Part of professional contract that we physicians make with the society is to as transparent and accountable for our decisions as possible", said Daniel Duffy. For this purpose, we really need to constantly work and strive to improve the transparency and accountability of a patient-physician relationship. It is as important as we work and strive for improving our own competence and proficiency in whatever field of the medicine we are practicing. These three components; trust, transparency and accountability together make up a healthy, strong and growing patient-physician relationship which in turn helps to improve the medical professionalism. Being a medical professional, you should feel yourself responsible to take care of all that trust your patients are putting in you and your competence. You must make yourself worthy enough of that trust and take care of that covenant you entered. Now we must also understand that there is no ready-made trust that patient is going to place in you. You yourself must build up that trust. So, in way of creating and building that trust being a medical professional is obviously not a trouble-free thing. There is going to be something in conflict with the other things all the time. You cannot eliminate all the conflicts. Now when we know that, we cannot stop but we must continue managing it, or we say, constantly harnessing it and working it out. Every problem comes with a solution. Mostly the answers lie within the questions. If it is a road full of ditches then we must improve our ride. The most basic problem we face is that we have to serve a greater population in a very less time and resources. Mostly we run out of the accessible resources and facilities and got to manage a larger population within small number of resources. That's where the conflicts and problems mostly arise. When the resources are plentiful, managing and building a healthy patient-

physician relationship is much easier but gets hell lot of difficult when we enter a constraint environment when resources and facilities are limited. At that point you will start thinking about your guiding light or what is your support or whom you are holding to? This is because you also need something as your support or motivation. The needs and responsibilities might be completely divergent and different but both are equally important. You are required to consider them both. Your patients trust you to help them. They trust you as you are going to solve their problem, lessen their pain, and make them feel better again. This trust becomes your guarding light. As David Reuben said, "we have entered a covenant, a bond, and a relationship that is unlike any other profession". A physician is the most important part of the medical profession and his importance lies in his professionalism. Being a physician, it is the thing you should think of the most. It is your guiding light. It is the thing you must think of when you see a patient, who is putting his/her trust in you that you will help them. This is your strength, your support and your motivation. You must protect that trust. It is very important for a medical professional. There are times when you are attempted to make shortcuts, you are attempted to leave when you should not leave. It may be because of you have got some other priority or have some other thing you think is more important. But at that time, that guiding light, that trust, the thinking of your patient is the thing that keeps you there. That keeps you responsible and always available for help.