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Text: The Doctor, a specialist who treats kidney conditions, saw a new patient. He thought it went well overall and expected a follow-up.

Image: Two characters (doctor and patient) meet in the doctor's office

Text: So he was surprised when he saw in the patient management portal that the patient had requested to switch to a different doctor.

Image: A computer shows a notification that the patient has requested a new provider

Text: Confused, he reached out to the patient directly and the patient agreed to come in with his daughter and discuss the matter in person.

Image: The doctor looks confused

Text: They then explained to him they were frustrated after the last appointment.

Image: The patient, accompanied by his daughter, expresses his frustration

Text: The patient felt that the doctor had not adequately explained the meaning of a change in his labs.

Image: The patient and doctor discuss labs and review a bar chart.

Text: With both parties agreeing to have a discussion about this, the doctor explained his reasoning—that the change wasn't overly significant—but apologized for the situation.

Image: Doctor character with bubble text that states "Let's talk about this."

Text: Eventually, both parties came to an understanding, and the patient agreed to continue being seen for 3-plus years, and the patient's condition stabilized."

Image: Calendar pages and smiling characters

Text: Why it worked out:

- The patient and the doctor both were receptive and open to communication
- They both gave the doctor-patient relationship time to develop.
- And the both understood that this relationship was a two-way street

Image: Conversation bubbles, a clock, and conversing characters represent time passing by