

Phone Call #1: Physician dialog

You want to do what?
 Did you forget he just came off the ventilator 2 days ago?
 He's an old man; No, it's just not a good idea; out of the question.
 I don't care if he says his dog is well minded.
 He's crying all the time?
 Really ? Could you possibly be exaggerating a bit?
 Exactly how low does his SaO2 get when he cries?
 He says he just wants to see his dog?
 Get him a photo; you can't bring a dog to the ICU.
 Let me give you a sedative order.

What do you mean "medication" is not what you wanted when you called me....

A wheelchair to the ER bay ?
 Ridiculous....Absolutely not.
 I understand you think it will help his recovery but....
 Can't he see his dog through a window? Does he have to touch the dog?
 Background ? No, I didn't know he is widowed.....I'm listening... Uh huh.....
 Alright fine. A limited 5 minute visit, I don't want to exhaust him....
 Make sure ER can back you up, take RT, I want him on a pulse oximeter.
 If you can make all that happen, then by all means, go ahead !
 Call me when "canine visiting hours" are over; I'll want a status report.
Let me talk to your charge nurse.

Is this the charge nurse?
 Where do your nurses get these ideas?
 Why are they so headstrong?
 Yes, I can see that she cares about her patient however....
 I'm sure she is very competent and caring, but...
 She's the chair of what council?
 Evidence based research indicates what?
 I'm sure that's true but...
 Yes, I know statistics can be very compelling....
 No, I don't need to see them; I'll take your word for it....
 Make sure "that" nurse calls me when she is done; let's hope it all goes well.

Phone Call #2: Physician dialog

He stopped crying?
 Good.
 O2 sat is stable?
 Good.
 Heart rate and blood pressure are the lowest in 3 days? Interesting....
 You're not surprised? Ahhhh, you've "read the research".
 Dog visits daily? Seriously? Isn't that reaching a bit too far? It will be far too much trouble to orchestrate and....
 Oh, I see, you already checked with his daughter and she can manage that....
 I'm glad the ER staff loved the dog but....
 Respiratory care and Spiritual Care also love the dog, that's 'wonderful' however...
 What do you mean "everyone is on board and talking about it"? I see.....
 Alright, alright..... Fine, write the order.....
 Goodness, is there anything else I can possibly do for you today?
 What "council" meeting?
 No thanks, I'm sure your "holistic/compassion" group is doing just fine without my input...
 You want me to present this case?
 Yes..., uh huh, I agree it was a good example of collaboration and sensitivity, but I'm very busy and
 Lunch is provided? How many departments did you say are represented at this meeting? Tuesday Conference room B?
 Sure, fine, I'll be there.

Cost of 2 telephone calls: \$ 1.72

Advocating for your patient in an attempt to balance science and spirituality by facilitating a reunion between man and his best friend while at the same time acquiring bragging rights that you recruited a new physician member to a magnet council Priceless

