

# ART IN MEDICINE

## Customer Support Service

*John L. Wright, MD*

It was beautiful. I would have thought so had my WordPerfect not been made whole.

First, clear and accurate phone instructions to the right specialist and the anxiolytic music while I waited, no more than five minutes, for the gentle voice of a young man on the line — so bright, so strong, I knew my well-being one way or another would be restored.

Although I had no PIN (the PC was a retirement gift from the hospital) — making me a charity case — he continued with my chief complaint and then, skillfully, patiently, no idle chatter or needless moves, through the history and physical exam. It was beautiful: no patronizing hint of condescension as I haltingly answered questions and followed directions.

It seemed, for fifteen minutes, our eyes locked as he guided me to the correct diagnosis. And then he excused himself — I think to look up therapy in Merck or the PDR or for a curbside consultation.

In two minutes he was back with a cure. Fortunately, he said reassuringly, the damage can be corrected. So, with the hands of a surgeon, he led me step-by-step through treatment exact as a scalpel.

And then, he taught me prevention: Never turn off the PC until exiting Windows correctly. Lastly, he advised, without a trace of resentment I get my own PIN (read here: basic health insurance).

I tell you it was beautiful — it's the one experience I've had since retirement that's made me hunger deeply for patient care.

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