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# IPASS MAGAZINE

*professionalism*

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professionalism is a frame  
of mind, not a paycheck



# MY EXPERIENCE

Roudha Saleh  
batch 35

## THIS ISSUE'S FEATURED ARTICLES:

How to become a  
professional doctor



<https://images.app.goo.gl/JMPxNoph9vk5QXkr9>

Merriam Webster defines professionalism as “The behavior, purposes, or characteristics that differentiate or indicate an expert.” Said differently, the way you carry yourself, your attitude, and therefore the way you interact with others combine to present professionalism. Professionalism expresses respect, does not misrepresent, distinguish, or harass others. Showing respect and treating all people honestly and give them some quality of care..



[HTTPS://IMAGES.APP.GOO.GL/DBY8EFP1AQERBCPA](https://images.app.goo.gl/DBY8EFP1AQERBCPA)

I happened to visit the medicare hospital two years ago regarding a benign tumor in my finger. I sat in the emergency room and waited for them to call my name out. Later, I was asked to do the X-ray and the ultrasound. The doctor confidently informed me that there is nothing to worry about. As usual, I trusted the doctor and went back home. A year past and so, I started recognizing that the swelling began to increase, and it was painful. I was concerned about it, and I decided to visit a doctor. On that day, I went to two doctors at the same clinic, and both of them believed that there was something strange. The doctors were so curious to know the reason behind this swelling, they started working on some study and asked me to do the X-ray one more time. X-ray results were out, but they could not understand what it was. The doctor told me that I must do the MRI scan to know what causes that swelling.



<https://images.app.goo.gl/Fev8Xc52SnUoza8A6>

Days later, I did the MRI. They concluded that the swelling was lead by a benign tumor that took place on my finger, and that it might grow more, and it may hurt the nerves on my finger. Later on, they decided to carry out surgery and get rid of this tumor. As well as, I did the operation, and it was successful. I enjoyed the time that I spent with all nurses and doctors were the best!

The way of treatment between the two hospitals was kind of different. At the first hospital, they were trying to rush everything. They did not act professionally with patients. Other than the other hospital, they treated me kindly. Everything was perfect the even way they talk. They were responsible for there patients and always want the best for them, and most importantly, the doctors were professionals. I appreciate the hard work that all doctors are doing.

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# UNPROFESSIONAL DOCTOR

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## A story about unprofessional behavior

By Shaima Ahmad  
batch 35



<http://mph.sgu.edu/mphblog/2017/05/03/doctors-should-study-public-health/>

Professionalism has a lot of meanings, it is not just about the skills and knowledge you have, it is also about how you use it, and how you treat others. It is important to be a professional in any job you work in, especially if you are a doctor, being thoughtful, altruism and compassion, that will make you a professional doctor. Many people around us including ourselves faced few times where we went to the doctor and didn't get the treatment we desired, which led to abandoning the doctor or the entire hospital, even if it was just for a small misunderstanding or miscommunication. So being professional and treating others with the right required manners is important and we as medical students must learn from these types of situations and work on improving our professionalism. Relating to professionalism, once before my sister had to visit the clinic because she had an abscess, She specifically chose a female doctor because she needed examination for her problem since it was not the first time she's facing this issue. When she entered the doctor was obviously on stress and not interested in listening to her, in fact it was clear to my sister that the doctor was having a bad day and anger was on her face for some reason.



<https://www.colinwoodfordmusic.com/2015/10/anti-professionalism/>

reason. My sister felt uncomfortable with her because of her attitude, when she started to explain her problem and illustrating what happened and what was other doctors approaches, the doctor didn't pay attention, didn't listen to her, moreover she didn't keep an eye contact with her since she was busy writing on the computer, and she didn't have the appropriate communication skills. After that, my sister told her that she want to have an appointment in Rashid hospital in case of a small surgery is required as other doctor explained to her previously, the doctor refused because in her opinion she doesn't need to go there, without even examining her, and she prescript for her an anti-biotic. When she came back home she told my older sister whom is a doctor in the same clinic about the situation she had with this doctor, she was really shocked about it because the doctor was really unprofessional with her, and she even didn't give her what she want or even treat her will. After that visit to the doctor my sister went to another doctor in the same clinic and he treated her will and it was clearly that he has a medical knowledge and interpersonal skills.

What differs and distinguish between any doctor or physician is their way of treating patients and their professionalism, being professional with the right communication skills will make you an excellent doctor and patient will feel comfortable talking with you and will come back seeking for your knowledge, as it is the way in all other parts of life, where people are actually seeking and willing to pay for good treatment and respect in all matters of life. In other hand, being unprofessional will put you in a bad position which well lead to big problems either with patient or with higher authority. So, always remember that nothing wrong in empathizing with others. In fact, you should be a person who take responsibility, respect and trust other in all situation, and that will make you a professional doctor.



<https://blog.hubspot.com/service/team-collaboration>

# DEEP IN THE MEMORY

BY: GHADI HAFIZ  
BATCH 35

THERE ARE THOSE INCIDENTS THAT HAPPEN IN LIFE AND ARE SO MEMORABLE, USUALLY LEAVE A PERMANENT MARK IN US AND OFFER AND SHOW LESSONS.

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My memory event took place three years ago when my family and I were heading to the shopping center, and because we didn't have a car at that time we would stop and wait for a taxi, since it was a weekend, the waiting period was doubled. Just as we were waiting, a distant roar was heard with some swerving noises. A dark green car passed close to us driving at a very high speed. It continued away and started swerving through lanes, almost causing an accident.

Suddenly, police sirens went off and a hidden police or traffic cop popped out of nowhere onto the road and started chasing the car thinking it was an escape then they both parked few meters away from me.



HTTPS://WWW.WEDDINGWISHLIST.COM/WEDDING-BOARD/5-IDEAS-TO-TAKE-YOUR-WEDDING-TO-THE-NEXT-LEVEL/BOX-MEMORIES-NOSTALGIC-58427

Due to my curiosity I decided to take a look at what was going on there then I saw the cop getting out of his car frowning almost angry, knocked the green's car window roughly then started asking for some papers and I assume they were registration and license papers. Two minutes later, the cop asked him to step out of the car and they started a talk that went immediately to straight yelling then shouting inappropriate words by the cop that could've accelerated into beating or slapping. Despite him crossing speed limit and committing a violation, I felt bad for him as he seemed begging the cop to do nothing to him because the amount of anger that's been shown was insane.

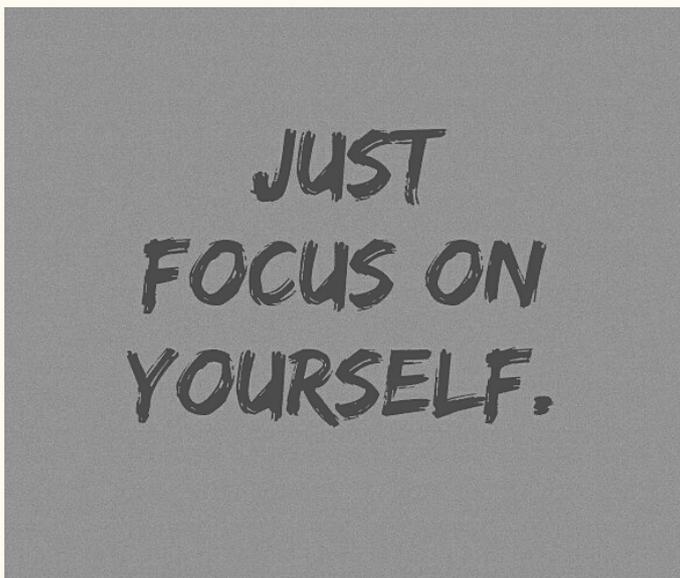
Personally, I find the cop's behavior is unprofessional, his communication skills were weak, he might have had a bad day but that should not stop him because a police man should protect and balance lives, as well as controlling his reactions and actions as he is in line every day and they might face bigger things. So, I find learning preventative steps to keep anger from getting the better of you is important. Those experiences and lessons keep on lingering in one's mind. In addition, they won't be erased no matter what you do .



# FOCUSING ONSELF

By : Aisha Ismail Makander  
batch 34

Life is a test. The people around you will test you, situations will test you and your feelings will test you. Charles R. Swindle said, "Life is 10% what happens and 90% how you react to it." This means that your reactions to any given situation are more worthy of remembrance than the situations themselves. If how you react is so important why don't we actually 'think twice' before we do it? Why do we have outbursts rather than well calculated responses to situations? The reason behind this: human impatience; though, we can't just blame human nature and move on. Learning from the past is an essential part of life. A growth mindset is key to success.



“TO ESTABLISH TRUE SELF-ESTEEM WE MUST CONCENTRATE ON OUR SUCCESS AND FORGET ABOUT THE FAILURE AND THE NEGATIVES IN OUR LIVES.”

**-DENIS WAITLEY**

Personally, I am an emotional person so when someone hurts me or something, I've been working on for a long time doesn't go as planned I tend to get very anxious. I am still working on this flaw and hope that with time I will get better at handling it; I'll have to get better at it considering I'm walking into the world of medicine where we have to expect the unexpected. Putting this into perspective, I'd like to share one of my best reactions to a situation I dealt with in school for about 5-6 years.

I Love playing sports and am very -I mean VERY- competitive! When I started at a new school, that I stayed in till the end of my schooling years, I was pretty much alone. Yes, that's how I spent about 1 and a ½ years after joining this new school. I was very introverted, so it took me a while to adjust and socialize.

"Surely silence can sometimes be the most eloquent reply."  
**-Ali ibin Talib."**

Anyways that alone time paid off, as I went on to be one of the best shooters in the school's basketball team. Yes, I became part of the basketball team and to this day love playing basketball. I devoted a huge chunk of my time to basketball practices, matches and tournaments. Undoubtedly, we had an amazing coach, who was sweet and kind, but her nicety won't make me forget her bias towards race and origins. I won't exaggerate and brag that I was the best player she had; no, there were better players than me. I agreed and went along with her almost never letting me play for 2 years considering I didn't fall within the required age range for the main team, but it really began to affect me when she let some of my team mates who were younger than me play in tournaments. I went along with it despite how much it hurt me and waited for my turn. I'll be stating a fact when I say that I did play better than a few that were allowed a position in the main team while I was made to sit on the sidelines. I kept quiet.

Finally, the year that I was meant to play in the main team arrived making me more excited than ever before. Unfortunately, I wasn't given a chance this year either, barely 5 minutes on the court after constant begging. Whilst others, who moaned at being called to practice were allowed entire games. Those who were 'not in the age range' - as I was told when I wasn't in the age range- were allowed to play in the main team before my very eyes. It was very hard to make myself understand why and tell myself not to throw a tantrum in front of everybody. Would you like to know how I got past that heart-wrenching feeling? I asked myself: Why am I playing this game? Who am I playing it for? Am I playing for the coach? The answer to the first question was enough. I was playing this game because I loved it; I was playing this game for myself. It made me happy. It made me forget about all my worries. I loved it. That's all that mattered in the end. I believe this to be my most professional reaction to date: I decided not to react because it didn't matter whether I played in a huge tournament or not. The only thing that mattered was that I got to play the game I loved with my amazing friends. Lastly, I'd like to end with a famous saying of Ali Ibn Abi Talib (R): Sometimes silence is the most eloquent reply. Since eloquence is the very essence of professionalism, in a way he taught us the best way to be professional and stand by it.

# THE PROFESSIONAL KINDNESS

By: maryam khan  
Batch 34

Professionalism is a quality that is demanded of all professionals. It is the acts that define a particular profession. Being professional is something that everyone requires. The acts that one has to perform differently for different professions. Professionalism is more than just an appearance. It is also how to conduct yourself and relate with other people within the assigned profession.

On my first day of university I had an interesting experience. I was walking with a senior when we saw a female worker cleaning the water dispenser and she kindly asked us if we had had lunch. To my surprise my senior responded with 'yes! but have YOU had lunch?' The entire exchange between the two of them was very fascinating to me as I had never seen a person from my generation be so



<https://thepractice.law.harvard.edu/article/professionalism-in-the-21st-century/>

kind to a worker. My generation is often considered to be offensive, rude and uncaring. In that moment I realized that my senior's behavior was not only kind but was also professional. She is a student of the university and the worker was also a part of her university. Professionalism is not only treating your fellow colleagues with respect, it is treating EVERYONE around you with dignity and respect. Every profession requires its members to be professional in their acts. But what people often forget is that, it is not your degree or your desk that make you a professional but it is your heart.

That day I learnt that there is more to professionalism than being on time or dressing well. Professionalism is a way of life. It is who you are as a person.

AN UNFORTUNATE EVENT

# The Uneventful Day



A story of a long awaited journey to recovery

Etsy. 2019. Sonogram Painting on Wood Custom Sonogram Heartbeat Baby | Etsy. [online] Available at: <<https://www.etsy.com/listing/693998962/sonogram-painting-on-wood-custom>>

Written by **Sheikha Hind Almoalla**  
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In this essay, I will be delving into a situation of poor conduct by a doctor and their implications for the patient. Professionalism in healthcare is an important constituent in providing the patient utmost health and efficient quality of service. The primary principle for professionalism is to encourage the patient's safety and enhance healthcare outcomes. Altruism, confidentiality, accountability, and patient autonomy are some of the crucial professional behaviors and values that are expected for every doctor to abide by. However, there are instances where the doctor may act unprofessionally which will, consequently, affect the patient's well being and the doctor's inability to properly diagnose the patient for medication.

“PROFESSIONALISM IS KNOWING HOW TO DO IT, WHEN TO DO IT, AND DOING IT

- FRANK TYGER”



GmbH, W., n.d. Cavan Images. [online] Westend61. Available at: <<https://www.westend61.de/en/imageView/CAVF59364/doctor-using-desktop-computer-at-reception-while-hospital-staff-working>>

There was an incident that happened to a family member that demonstrated a level of unprofessionalism the doctor displayed to their patient. She described that she had problems with coughing for years, and has been visiting the same doctor for the past 12 years . She says she has a history of repeated chest infections, and was first diagnosed with bronchitis. Years later, still experiencing periodic coughs, was admitted to the hospital on three other occasions with cough and purulent sputum.

On her latest visit in mid-July last year, her supposed condition worsened, and was experiencing pains in her back and chest: coughing up blood, and shortness of breath. She arrived at the hospital and was admitted to a different doctor as her usual doctor was unavailable at that period.

Upon entering the doctor's office, the doctor glanced at the patient and resumed his writing .When seated, the doctor asked her to explain her reason for visiting the clinic.

**"AT ANY GIVEN MOEMNT, YOU HAVE THE POWER TO SAY, THIS IS NOT HOW MY STORY WILL END."**

**- CHRISTINE MASON MILLER**



Photo by Volkan Olmez on Unsplash. <[https://unsplash.com/photos/wESKMSgZJDo?utm\\_source=unsplash&utm\\_medium=referral&utm\\_content=creditCopyText](https://unsplash.com/photos/wESKMSgZJDo?utm_source=unsplash&utm_medium=referral&utm_content=creditCopyText)>.

She proceeded to explain that her coughs have worsened over the years, and has been affecting her daily life as she was feeling tired and weak almost every day, and has been losing a lot of weight. By the end, the doctor concluded that the patient was suffering from a chronic cough, and prescribed her with antibiotics. She insisted that those medications would not work for her condition, but the doctor interrupted her and dismissed her concerns.

Unfortunately, this year, she was diagnosed with lung cancer. As a result, her treatment was delayed and was in an advanced stage of cancer that spread through her lymph nodes and other parts of the body. She had to undergo various treatments such as radiation therapy, chemotherapy and targeted drug therapy.

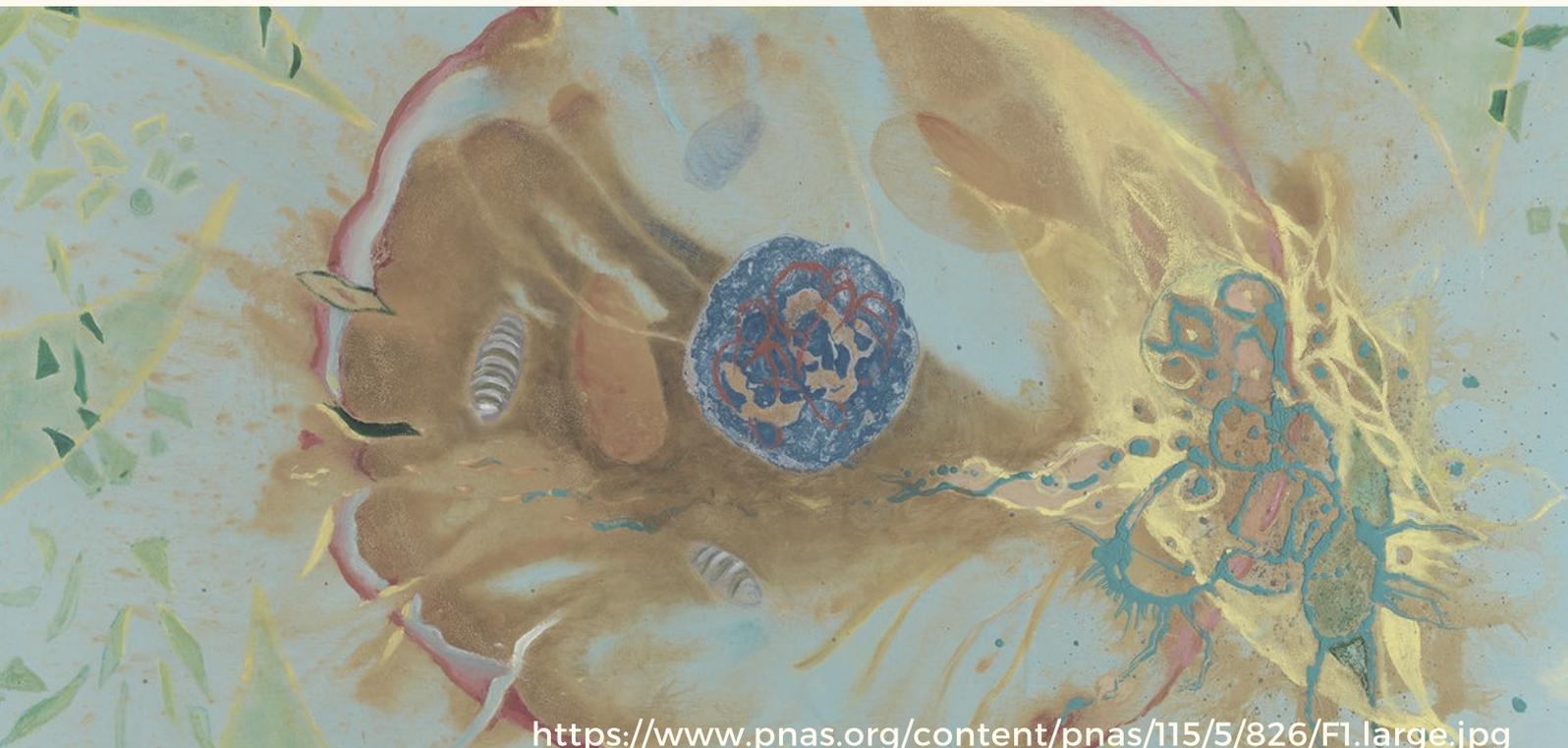
The treatment of the doctor to his patient is considered to be unprofessional. A professional is expected to possess a certain set of skills to have the ability to meet those standards in their duties to be able to accommodate the patient's expectations and satisfaction.

Upon the arrival of the patient, the doctor did not behave appropriately as he did not formally greet the patient or even made any attempts to acknowledge her presence for a favorable impression of himself. Initial interactions with a patient creates a familiar and personal connection to easily put the patients at ease in communicating and hearing their concerns, additionally, it would impact the patient's overall experience with the doctor. Moreover, the lack of care the doctor showed to his patient's well being was compromised, when he never mentioned anything about the patient's medical history. Knowing the individual's medical history can give an idea in order to proceed with the best appropriate treatment for the patient.

In addition, the doctor acted improper to his patient by dismissing her uneasiness concerning the medication that the doctor prescribed to her. Had the doctor put the patient's well being first, she could have been diagnosed with lung cancer earlier before the tumor grew and spread to her lymph nodes, as well as increase the life expectancy, and not wait a year for diagnosis.

In conclusion, professional behavior is an important asset in healthcare. In practice, it will create a positive and optimistic impact amongst healthcare professionals in order to provide patients with the utmost quality of services and treatments.

“ SHE STOOD IN THE STORM AND WHEN THE WIND DID NOT BLOW HER WAY, SHE ADJUSTED HER SAILS ”  
- ELIZABETH EDWARDS



<https://www.pnas.org/content/pnas/115/5/826/F1.large.jpg>

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# THE ESSENCE OF PROFESSIONALISM

*Saima liyakat khan*

*batch 34*

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We experience professionalism on a day to day basis. It is professionalism that contributes to the smooth running of our daily activities. If the chef does not cook the meat properly or the barber cuts more hair than required or the doctor gives an incorrect medicine or a teacher fails to answer a student's query correctly. These tasks gone wrong show a lack of professionalism and can often leave the other end frustrated and disappointed. We fail to realize that professionalism begins from the smallest jobs. I believe professionalism doesn't come from wearing formal clothes, carrying the perfect looks, or speaking in an accent, but it instead reflects from acts of honesty, responsibility, accountability and giving your best, regardless of how small or big the task is.



<https://images.app.goo.gl/WGZrc3jAAkITbVMb7>

We all have experienced professionalism. It so happened once that my little sister was playing and one of her fingers came in between the hinge of the cupboard. Surprisingly she did not cry or make an issue so nobody realized that the upper half of her finger was missing. It was quite late at night and we had to rush to the hospital in an emergency. The situation seemed unmanageable and out of control. We entered the hospital and my parents were screaming. The nurses very well guided us to the ER and we were asked to wait. My parents had lost control and started to panic terribly seeing the blood continuously flowing and being left attended. My sister who was calm up till this point started crying too. They got furious and they started asking talking in a tone higher than usual. I was assured that this wouldn't end well.



When the case was brought to the attention of the doctors, They remained calm and asked us to take a seat. They calmly tried to ask my parents about the situation that lead to this. The junior doctor approached my four-year-old sister and very carefully, sympathetically and compassionately started asking questions to her, since none of us exactly knew how this happened. To my Surprise, my sister was able to open up to the doctor because of his friendly personality and told him how she accidentally shut the cupboard door without realizing her finger came into the hinge of the door.

The senior doctor was called. By then my parents were calmer and my sister's tears had stopped rolling down, which completely depicted the efficiency of the junior staff. The doctor came, wore his gloves and very carefully washed my sister's fingers which were covered in dried blood. He then examined the wound and carefully cleaned the wound, applied the ointment and Then bandaged it. The doctor was talking to my sister so that she would be distracted from the pain and the stress of the past few hours.

He spoke to my parents and explained them the condition. He reassured that though the cut was deep, she was out of danger. He gave her a sling to rest her arm so it would be in position which would encourage good blood flow would be good and told us how the finger would grow back as she would age. He told us what further care will have to be taken and when to come back for a follow up visit. I still remember the sign of relieve on my parents Faces. He saw how stressed my parents were so he continued giving advice on what has to be done during emergency situations like these and how panic makes the situation harder to comprehend and how it can be avoided. I was completely impressed by how the staff at the hospital was. It is indeed difficult handling emergencies especially when they happen to small children. It was a task the doctor had accomplished, and thinking about It he may have already witnessed a lot of these throughout the day, and still managed to have the same positive energy and this vibe took me away. This explained me to me the role of doctors isn't only checking and prescribing the medicines. It is much beyond that and is not everyone's cup of tea. Handling situations in the moment is also important and this is not something doctors could learn through books, but through experience. I realized it was not just the job of the doctor that made him professional but how he behaved as a person.

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# A PATIENT'S PERSPECTIVE ON UNPROFESSIONAL BEHAVIOR

By Leena Khiati  
batch 34

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<https://www.thebalancecareers.com/professionalism-526248>

“  
ITS NOT THE  
JOB YOU DO,  
ITS HOW  
YOU DO IT.

shiv khera

”

Professionalism is a characteristic necessary for all professions; it is a symbol of respect and understanding individuals preform on a daily basis. In our medical field, it is ever so demanding, with the importance of the field shifting from simply the cure, to a deeper understanding of patients. Different news is received every day, around the world, in medical facilities. Sometimes good, other times bad, but what must remain constant is how professionals in our field deliver the news. Luckily, in one instance I had not been to the hospital for news, but simply attended my annual check-up. The doctor that sat down to perform the check-up had been anything other than professional. It only allows for one to question; does unprofessional behavior cause more harm than good?

It was around 6 pm, a hot summer day, like any other in the sunny capital of Abu Dhabi. The hospital where I was meant to have my annual check-up at, had a simple first come, first serve policy for all their general practitioners (GP). I arrived early and was pleasantly surprised to find a lack of many patients, and awaited my turn patiently. It felt odd to see a few nurses (2-3) running around the floor, racing to take vitals, blood samples and more. It not only felt unprofessional to have them run around, with no guidance, but also to see 2 others huddled at one corner lazily awaiting their shift to end. That however, is not the focus of my experience, the doctor herself was. When I was told by the receptionist that it was my turn, I prepared and knocked lightly on the door. I was told to come in, and found my doctor sat next to another laughing with each other, drinking coffee. As if the patients waiting outside were not giving up time off their day to get check-ups either. I have to admit, when I saw that, I immediately felt uncomfortable. My GP began to ask me routine questions, in the presence of her colleague, who had no business listening. After noticing the awkward silence that began to grow, the second doctor left to go attend to her patients. My father that day came with me, and after introducing himself to the doctor left to wait outside. In the middle of my check-up when I began to respond to the doctor's questions, her phone rang, now the doctor did not even bother to apologize. Instead, she picked up her phone and began chatting with her other patient. "How are you?" "Oh and what about your daughter?" were some of the responses thrown around whilst I sat in front of her waiting for the check-up I paid for.

Then, the doctor closed my file from her computer and opened the friend's daughter's lab results. It was not only hurtful to be ignored and completely deleted by your doctor, but also horrific to be able to hear the results of a different patient during your own diagnosis. After promising to write her a prescription form and leave it at the reception the doctor finally turned to me, she asked a few more questions, then said I was healthy. No sheets filled in, nothing. My dad later came in once more at the end to check on how I was, then after a small discussion with the doctor, she did the unimaginable. She said that the hospital has not paid her for a few months now, and that she was tired and stressed. As much as it is sad to hear that being done, there is a time and place for everything. It is definitely inappropriate to say such things to your patients. This experience taught me that not all doctors truly understand the importance and value of a patient's trust and confidentiality. It also made me see how unprofessional behavior can stem from a workplace, or a corrupt understanding of priorities. Finally, it also helped me have a reference in the future, to be able to compare my own actions to this one and ensure I avoid this treatment to future patients. Professionalism is key in our healthcare field, and is a result of our own actions. Through that unprofessional doctor, I was able to obtain an experience by which I could depend on in the future.



<https://www.mansecapital.com/professionalism-in-financial-services/>

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