



A Moment with Dad

Joan Blum

Abstract: The simplest advice for a Chiropractic Assistant is given in the words ‘*The thing that matters most is that when each patient walks through that door that you make them feel warm, welcomed, and loved. It doesn’t matter if they come in grouchy, agitated, or unpleasant, just be kind to them. Have compassion for them.*’ The precious person walking through the door is more important than all of those other jobs that need to be completed in any one day.

Indexing Terms: chiropractic; compassion; patient-focussed care.

This story is so simple; but it’s these simple moments in life that can be profound and change the way you see things. In August of 1995 I got my first grown up job working in an office with a bunch of chiropractors ... one of which became my husband Charles Blum. I still work for/with him

I was so proud to get this job considering I didn’t have any office experience. My father, a medical doctor, was also very happy and proud of me. We began talking about running an office and what was involved and all of the different stresses and unexpected situation that can come up in a day.

I will never forget this moment with him. He said, ‘*Oh Joanie, the thing that matters most is that when each patient walks through that door that you make them feel warm, welcomed, and loved. It doesn’t matter if they come in grouchy, agitated, or unpleasant, just be kind to them. Have compassion for them.*’

During the course of each work day, as I am multi-tasking the schedule, answering the phones, collecting payments, ordering supplies, cleaning treatment rooms, and getting overwhelmed, ... I often stop and smile. I feel my Dad’s spirit talking to me and I think to myself, ‘*I hear you Dad ... loud and clear.*’

All of the projects and the ‘to do’s’ will always be there; the precious person walking the door is more important than all of those other jobs.

At that moment, I shower them with as much attention and love as possible. Thank you Dad! I will always remember that special moment with you.

... compassion begins when the patient walks into your clinic’



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