



# The importance of compassion in a medical urology practice

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John H Jurige Jr

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**Abstract:** Patients arrive with emotions and often the main ones are anxiety and fear. Compassion cools the temperature. Patients will immediately sense your compassion, they will listen and engage much better. This invariably leads to better outcomes.

**Indexing Terms:** chiropractic; urology; compassion; patient-focussed care; medical practice

## Interview with Dr Charles Blum

**D**r. Jurige was interviewed about how 'compassion' fits within his urology practice and his patient encounters.

*Why do you feel it is important as a healthcare practitioner to have compassion for your patients?*

Compassion is the first step in providing care regardless of how focused or technical your area of expertise might be. Patients come to us with their emotions and often the main ones are anxiety and fear. Compassion cools the temperature. Patients will immediately sense your compassion, they will listen and engage much better. This invariably leads to better outcomes.

*What influenced you to feel that there is a need for empathy and compassion in the patient doctor clinical experience?*

I had mentors and educators who demonstrated this and some who did not. I perceived an immediate difference in all of the non verbal cues that go along with patient acceptance and patient stress reduction.

... Compassion is the first step in providing care regardless of how focused or technical your area of expertise might be'



*Can you give an example of encounter you had with a patient that helped you understand the benefit of compassion or how you see its need in patient encounters?*

I recently consulted with an elderly man who came to see me after being told, matter of factly, that he had 'stage 3 renal failure.' Understandable he was panic-stricken. In fact, his kidney function had been rock stable for decades, and while it wasn't perfect, would surely not have any impact on his remaining years.

He needed compassion in my office. And so did his wife and daughter.

The three of them left after the consultation as though the weight of the world had been lifted after I had invested the time to ensure they fully understood his clinical position.

John H Jurige Jr

MD

Louisville KY

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## About

A native of Louisville, Dr Jurige graduated magna cum laude from the *University of Louisville* in 1980. He also completed his urology residency training in 1989 at the *University of Louisville*. Dr Jurige is especially interested in less invasive treatment options for prostate cancer and is regarded as a national expert in HIFU (high intensity focused ultrasound) therapy for primary and recurrent prostate cancer. Dr Jurige also has special interest in advanced prostate diagnostics and fusion biopsy, female urology and incontinence management, and erectile dysfunction.

