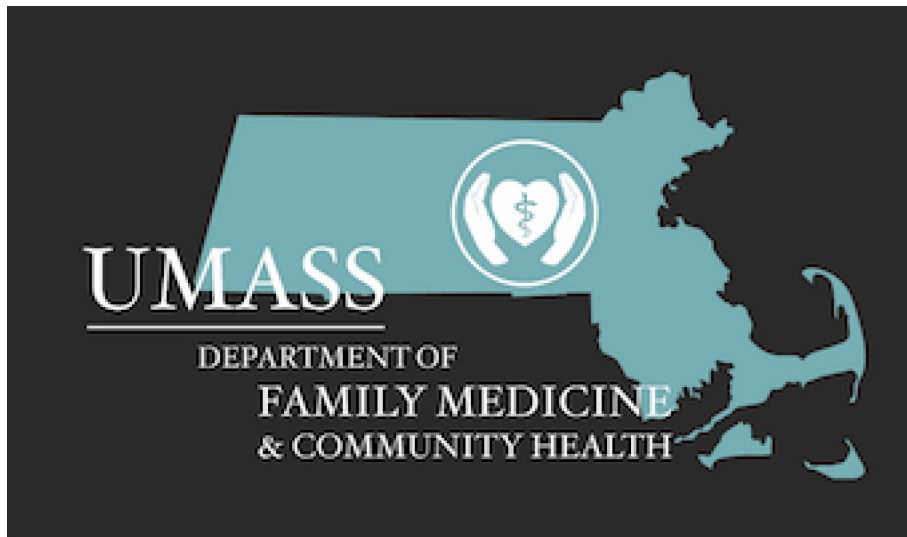


# eScholarship@UMassChan

## A Scribe's Tribute

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# Family Medicine Moments

June 13, 2024

Introduction: This week I have the pleasure of sharing the first of two letters prepared by this year's Scribe Fellows. The scribes were asked to write a letter to a provider they really connected with, someone who inspired them and helped them think about their future physician-self. The scribes could also reflect on a patient who made an impact.

As you will read, Ashley Street's future physician-self was informed by what she learned this year scribing and witnessing patient care at Hahnemann. In August, she will join us as a member of the Class of 2028! I think we can all say we look forward to seeing her. Congratulations to Ashley and all who inspired her.

## A Scribe's Tribute

By Ashley Street

Dear Dr. Kulkarni,

Reflecting on our time together at Hahnemann, I'm filled with gratitude for the invaluable lessons I've learned, particularly from your guidance and example. Amidst the whirlwind of patient care, your patience and efficiency have been remarkable.

Throughout our time together, two invaluable lessons have resonated deeply with me. Firstly, your approach to patient care is akin to a buoy in the ocean—steadfast in

guiding patients through their illnesses while anchoring them with a clear, comprehensible plan. Your ability to maintain composure amidst the chaos of the exam room, offering steady guidance even in the busiest of sessions, has left an indelible mark on my approach to medicine.

The fellowship has emphasized the importance of empathy and humanity in medicine. Dr. Cooper's Reflective Medicine sessions encouraged deep introspection, highlighting the significance of forging genuine ties with patients and communities. At Hahnemann, I've come to understand that healing extends beyond medical treatment to encompass social and emotional support.

While I remain undecided about my future specialty, I envision myself serving underserved populations and integrating mental health and social well-being.

One patient case in which we worked together stands out in my memory—a poignant reminder of the complexities of patient care. It was a case of a man grappling with a COPD exacerbation worsened by his heavy smoking habit. His demeanor, resigned, touched with a hint of defiance, struck a chord within me. As you disclosed his diagnosis, his wife's distress was palpable, casting a shadow of gloom over the room. However, your adept handling of the situation swiftly transformed the atmosphere from despondency to one of realistic optimism. After the visit you explained the importance of timing and sensitivity in addressing smoking cessation, emphasizing the challenges of addiction and the influence of social circumstances.

Reflecting on the fellowship, I realize that I wish someone had conveyed to me the profound impact patient care would have on me beyond the confines of our sessions. I find myself often thinking about our patients long after our interactions end. Whether it is offering a prayer at night for their well-being or eagerly anticipating updates during follow-up appointments, the connection forged continues to resonate with me.

Thank you for the opportunities you've given me to learn, whether it's by allowing me to review slides alongside you or taking the time to address my questions during busy patient sessions. Our shared experiences and the lessons gained along the way have been profoundly impactful, and I am deeply appreciative of the guidance you've provided.

Sincerely,  
Ashley C. Street