Level 1: Answers

1- Dr Ursula Snyder lives in (country, province, location)
  - Canada, Nova Scotia, East coast

2- Her feeling about the comments on doctors not listening to their patients
  - It’s not quite fair to blame the doctor for not listening

3- Reasons for this
  - There are powerful obstacles
    a) having to see too many patients in too little time
    b) overwhelming amount of medical information to be digested
    c) for (North) American medicine in particular, a culture & training that elevates the expert and aggressive action (assertiveness), in the name of serving the patient

4- What should be considered
  - The scientific method of research

5- The reason for it
  - Because it is the foundation of modern medical science

6- The procedure
  a) a question is not asked but proposed on the basis of previous research
  b) a hypothesis (an assertion) is made about what the answer will be

7- The results of this procedure on a consultation
  a) The perspective of listening to the data may be compromised
  b) The emphasis is on determining whether the initial assertion is true or false
  c) This kind of thinking can be problematic when it works its way into the interaction between a doctor & a patient. They both fall victim to the “tyranny of diagnosis”

8- The problem of our modern culture
  - We seem not know how to listen – or we refuse to

9- The conditions to properly hear
  a) lessening of the dominance granted expertise
  b) a more vulnerable openness to the voice of the other
  c) attentive presence

10- Possible help for doctors
    - Developing some capacity for stillness & withdrawal from the desire to act & react
    - Aided by: a variety of disciplined meditative practices

11- This is needed because
    a) what is not listened to remains inaudible, unheard of and susceptible to degradation
    b) then a doctor may miss an opportunity for healing and risks failing the patient

Read transcript under screen