

Gaps & The Patient Experience

Here are examples of gaps and what it feels like to patients. The message to physicians and their teams, “we know our bodies and we know when something is not right.”

Gap	The Patient Experience
<p>Poor physician-patient communication injures the patient and the patient-physician relationship</p>	<ul style="list-style-type: none"> • I’m not crazy • I’m not trying to get out of work • Please don’t take my questions and push back personally • I don’t break down and cry because I’m a hysterical woman; I’m physically and mentally exhausted • I used to trust providers
<p>Lack of communication among (1) physicians and their teams lengthens the time to diagnosis and (2) among primary and specialty care undermines good disease management</p>	<ul style="list-style-type: none"> • Seeing different docs in PCP office meant nobody put it all together • Took one patient years to get her doctors to work together
<p>Lack of knowledge among primary care physicians regarding autoimmune in general and lupus specifically lengthens the time to diagnosis and undermines good disease management</p>	<ul style="list-style-type: none"> • If I know more about lupus than you, you can’t help me • Not every health problem I have is related to my lupus • There’s so much autoimmune, there’s no excuse not to consider it • Two patients shared how their friends – not their docs – suggested autoimmune