

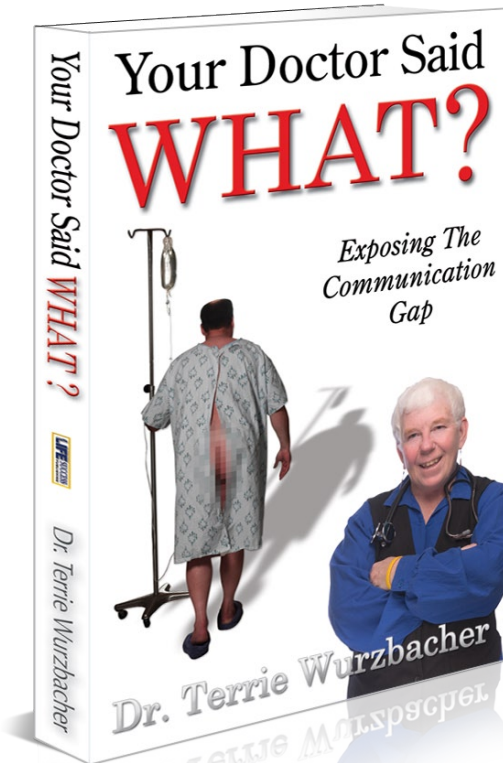
# *Your Doctor said* **WHAT ?**

*Exposing The Communication Gap*

**Dr. Terrie Wurzbacher**

## *Your Doctor said* **WHAT?**

*Exposing The Communication Gap*



Laughter is the best medicine...  
especially when mixed with sound advice and explanation!

That's the combination you get in "*Your Doctor Said What?*". It's a masterful piece of humor – humor that is mixed in between an attempt to explain why doctors and patients don't communicate well (or at all) – you'd think this was the mystery of the ages because it never seems to change.

But this book doesn't just stop at explaining things, it gives advice on how to work with and around the system to get better results. That means EVERYONE in medicine. Patients need to learn skills also, you know? The responsibility isn't all the doctor.

“Laughter is  
**the best**  
medicine...”



## In these pages you will uncover:

- Why there are problems with communication between doctors and patients.
- Why Marcus Welby, M.D. was the most loved doctor and could succeed even today
- Why doctors act as they do
- How to ...Be prepared for your doctor's visit
- How to ...Make the most of your time at the doctor's office
- How to ...To be persistent with your doctor to get answers
- How to ...Demand answers from your doctor
- How words that doctors say can easily be misinterpreted
- How to ...find out what online sites are recommended by your doctor

As you turn the pages, you'll become enchanted with the fact that not only were the physicians of ancient days able to predict the future (today's problems), but you'll also see that you are NOT alone in your frustrations and fears with the medical community. You'll find tears coming to your eyes when you think that some of these stories were written about you. You'll wonder when the author was in your backyard to see what you went through. But then you'll realize that many people experience the same things.

You'll learn what happens in the Emergency Room and why?

You'll see what you can do to facilitate your own medical care and how to help the doctor and his staff know what's going on with you.

You'll be able to give this gift to your doctor and his staff as a gift – a gift that speaks volumes.

You'll learn that everything that is wrong with you is NOT because you're fat or because you smoke or drink, despite what you may have been told.

*Don't be intimidated by doctors.*

*Stand up for yourself.*

*Take charge of your health.*



“ Now you can have the right answers when someone says;

“Your Doctor Said What?” to you.”

“Communicate with your Doctor!”

## *Dr. Terrie Wurzbacher*

Dr. Wurzbacher has spent over 30 years as a physician, 29 of them in the United States Navy. She graduated from the University of Vermont and attended the College of Osteopathic Medicine and Surgery in Des Moines, Iowa where she joined the United States Navy. She was board certified in Emergency Medicine and has served in many different assignments in her Navy career. She taught combat medicine for two years and has many years experience in disability medicine. She attained the rank of Captain prior to retiring to San Antonio, Texas.



She served in both clinical and administrative positions supervising many different types of clinical environments and teaching for the last 20 years of her career. Teaching young doctors and ancillary medical staff has been a passion of hers because it's through this venue she can teach the importance of good doctor-patient communication. She has received many military awards but doesn't feel they are nearly as important as the health and happiness of her patients and staff.

She prides herself in trying to understand her patients. This did not come naturally, however. She recognized that she wasn't good at communication early on in her career and the Emergency Department is one (of many)



## *Dr. Terrie Wurzbacher*

places that being good at communication is essential since you have no records to work with and a short amount of time to glean information and make a diagnosis.

Since retiring, Dr. Wurzbacher has established a company called Getting Unstuck, LLC – a multifaceted business but with one common goal. That goal is to assist people in getting ‘unstuck’ from whatever problems they are going through. In that venue, “Your Doctor Said What?” fit in perfectly. She wants to wake everyone up – patients and doctors. She feels that the communication issue is the responsibility of every party. She wants doctors, patients, medical staff, medical students, pharmacies and lawmakers to “get unstuck”!

Most importantly, she considers herself a professional patient. What’s that, you ask? It’s a person who has been a patient and experienced most of what she talks about in her book. She has been impressed by good doctors and also by bad doctors. She tells people that this book has been inside her for over 15 years and just now has come to the paper.



“Man, I could have used this book all last year when I was being evaluated for chest pain. I just couldn’t seem to get the doctor to understand what I was feeling and where. They were great doctors but didn’t seem to speak the same language I did. Since I’ve read Dr. Wurzbacher’s book, I realize what I could have done to prepare better and to clarify my complaints and questions. She has done a terrific job of getting me ‘unstuck’.”

*Dr. Anne Kunath*

*Author of Making Things Happen*



For Immediate Release

Contact: Erin Woodward  
(800) 473-7134

Imagine That! A physician standing up for patients! Controversial new book exposes the pathetic state of doctor-patient communication.

*Imagine  
That !*

Even though risking the wrath of her fellow physicians, Dr. Terrie Wurzbacher decided that it was time that fingers were pointed. “Your Doctor Said What?” is a result of her 30 years of experience with patients, with students, and most importantly AS a patient. She found that communication in the medical field really doesn’t exist today.

Her book has explanations, quotes, stories and suggestions/tips for doctors and patients alike. If these tips are followed by all parties, people would get along better. She is excellent at explaining to patients how doctors have to learn 3 languages, 3 ‘speaks’ – “medical-speak”, “insurance-speak”, and then “patient-speak”. All three of these languages are necessary for taking care of the patient. Dr. Wurzbacher wants the patient to understand that doctors don’t intentionally treat them poorly. Most of the time, they really don’t understand the importance of better communication. Both parties get frustrated and yet don’t realize why – or if they do, they don’t know what to do about it.

She points out many things that doctors can and should do to help patients. She points out that doctors come at everything from an objective position whereas patients are coming at it from a subjective, or emotional, perspective. With this dichotomy, it’s very easy to see how problems develop.



Dr. Wurzbacher uses humor in the titles and subtitles of her chapters but it's a telltale humor – you'll be able immediately to tell what the chapter's are about when you read the chapter. But she brings her pages to life with quotes and real-life stories – stories that will often bring tears to your eyes. As Dr. Kunath, author of “The Art of Making Things Happen” says “you'd think Dr. Wurzbacher was in your pocketbook or in your house while you were getting ready to go to the doctor (and while you're in the office) – I thought that she'd read my diary, the stories seemed to be about me.”

This controversial book should be on each and every coffee table in America! It certainly belongs in every medical student's library, and every doctor's office. But, people need to do more than use it for a decoration – they need to read it and apply what's in it! If patients used just a few of the techniques Dr. Wurzbacher describes, they would feel so much more empowered that they'd pick it up and learn more techniques. If doctors implemented a few of the “tips for doctors”, they would notice much happier patients and probably would get more information in a shorter period of time!

To schedule an interview or request a copy of the book, contact:

Erin Woodward at **1-800-473-7134**

Photos available.





# Contact

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