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Patients as Customers

Welcome to the Health Freedom Minute. This is Twila Brase president of Citizens’ Council on Health Care.

A doctor recently wrote that patients should not be called customers.

She says patients may begin acting like buyers who do not trust the sellers – their doctors. She wants the patient-doctor relationship to be based on trust.

But there are reasons why patient trust is disappearing. First, most patients don’t pay the bill, so they aren’t in control. Second, because they don’t pay the bill, those who do pay – insurers and government – are pressuring doctors to ration care. This is cause for distrust.

Patients must start paying minor and routine bills with cash. They must buy real insurance, not a third-party payment mechanism for every little expense. And doctors must refuse to sign insurance contracts that threaten medical ethics.

This broadcast can be found at healthfreedomminute.net.