

## Learning Review: At the hospital



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<b>Brief description</b>	Case study in which a patient questions the professional background of his doctor based on a closed cultural concept
<b>Goals</b>	<ul style="list-style-type: none"><li>• Reflect on different understandings of culture and their influence on the interpretation of interpersonal encounters</li><li>• Define culture from a dynamic and multi-layered perspective</li><li>• Distinguish between culture as structure and process</li><li>• View interpersonal encounters on the basis of a dynamic understanding of culture</li><li>• Discuss possibilities arising from the application of a dynamic understanding of culture</li></ul>
<b>Time</b>	Ca. 30 minutes
<b>Method</b>	Culturally unspecific; Distributive/instructive
<b>Material</b>	<ul style="list-style-type: none"><li>• Case study</li></ul>
<b>Implementation</b>	n/a
<b>Notes</b>	n/a
<b>Source</b>	Annika Schmidt / Andrea Voigt



### Task

#### At the hospital

A patient comes to the ambulance with a broken arm. Theerta takes a look at his file and wants to start the examination, but the man refuses and demands to speak to a doctor who was trained in Britain. "No problem, I studied in London. May I continue now?" replies Theerta calmly. But the man shakes his head and explains that he means a British doctor whereupon Theerta nods and says: "I am British, I was born here."

When the man purses his lips in response, she continues: "Will it help you to see my identity card? Or are you saying you want a white doctor? Is that what you mean?"

1. What conceptions of culture underlie the conflict? Give reasons for your answer.
2. What kind of thinking dominates the patient's expectations? Either/or thinking or both/and thinking? Where in the text can you find evidence to support your answer?
3. Think of a situation you have experienced yourself in which both/and thinking would have been advantageous. Briefly note what happened and give reasons why both/and thinking would have been helpful.

The case continues when the man complains to Theerta's superior about her arrogant and unfriendly manner.

- Put yourself in the supervisor's shoes and consider how you would respond to the man and how you would handle the matter internally. Give reasons for your response.
- Put yourself in Theerta's shoes and note the reaction she would expect from her supervisor when she considers culture as a process. Justify your response.

Source: Annika Schmidt/Andrea Voigt