

The patient I chose was the little girl in a pink hat. She presented with a high fever of 103.5 and her heart rate was extremely high. One sociological concept is health inequities. Health inequities means that there are differences in health status among different population groups, race, status, and access to resources. This little girl's father was jobless for over a year so, he doesn't get the benefits for medical purposes. He understood that having a job would be able to help his little girl faster but, he also understood that he can't and has to be able to help her in any way that he can. A second sociological concept is patient agency. Patient agency is when patients have rights to give consent to treatment and to ask what is put in their body. This little girl was scared of an IV needle and the nurse told her it was going to help her feel a whole lot better. It was also used to make her less dehydrated. The patient that was most compelling to me was the older guy with slicked back hair, who had a mustache. He had severe back pain and the ER found out it was bone spurs in the spine. He wanted treatment for the pain as soon as possible and googled treatment options. He was told by Google to drink cranberry juice. I thought he was most compelling because even though he was in so much pain he still worked and still had to pay his bills. He also went into the ER because the cranberry juice treatment option wasn't working. Furthermore, you could use medical sociology to inform patients and provide them with the help they need.

The doctor I chose was the man in turquoise scrubs, with a stethoscope around his neck, a beard, and brown messy hair. One sociological concept explained during *The Waiting Room* documentary was healthcare systems and policies. Health policy is defined as the decisions and actions undertaken to shape access to care, quality of services, and health outcomes, which emphasizes the role of government

in public health. Most ER departments are attached to a hospital and can admit you directly. The ER is able to handle just about any medical problem a person has. Unfortunately, the ER has a large volume of patients and has a long wait time. The ER also triages you based on how urgently you need to be treated. This doctor in The Waiting Room had a patient who was kicked out of another hospital, diagnosed with a stroke, and sent to this hospital. He had to handle the patient in the ER because he had nowhere else to go. The doctor needed all of his medical files from the previous hospital so he could treat the patient fully. The doctor was talking on the phone and explaining that since the patient can walk he does not have guaranteed admission and the next general medicine appointment for the patient would be next March. He was saying on the phone that someone needs to take responsibility for the patient and the doctor cannot let the patient slip through the cracks. The doctor could definitely make things better in the short term, but the patient needs a long term plan. A second sociological concept is medicalization.

Medicalization is the process by which conditions that were once normal are redefined as medical problems. The doctor struggles with a limited amount of beds. He has to verify which patients have received their orders and which ones will get their orders. The doctor also struggles with other departments taking patients because they don't have enough staff to care for the patient. Using sociological concepts helps me understand better how a hectic ER deals with all of their patients. The ER portrayed in the movie is pretty much on target with what I would expect to happen. The ER is noisy, they have nurses screaming, there are different languages being spoken, there are insurance issues, and long waiting times.