

Video opens with soft music that continues throughout video. Screen shows DHHS, CDC, Hear Her logos, Hear Her Concerns with Dr. Deborah Taylor and text, "Listening to pregnant and postpartum patients."

Screen transitions to close-up of Dr. Taylor speaking, "I'm Dr. Deborah Taylor. I am core faculty at a community residency program for OB/GYN."

Screen broadens and Dr. Taylor continues, "One of the reasons that I choose to work with resident physicians is because the opportunity that I have to make a difference isn't just in that patient today coming and being heard. It's also in modeling that behavior for the doctors that I train so that they know that when you get out and when you're taking care of patients, listening is such an important part of what we do."

Screen transitions to close-up of Dr. Taylor as she continues, "I went through this implicit bias training two years ago, and really had the opportunity to say, 'Even though this is really important to me and I think I'm doing a great job, there is room and ways for me to do better.' It was split. It's a two-week training you do half day, and then a week later, you do another half day. And so, in between those sessions, I had had a patient who had come to my office and was very upset. She had thought she was getting an ultrasound and had said she didn't need one. I said, you know, 'Hey, I looked at your records. I don't think we need another scan. I think we got the information we need about your pregnancy.' And she said, 'Well, that's not what I'm worried about.' And I said, 'Oh, okay. Tell me what you're worried about.' And so, we talked about her bleeding and got through it. And she actually did end up getting another ultrasound, then I didn't think anything else of it."

"And then, that second day of training, as... they asked us, you know, think of different ways you've interacted with people. I had this moment where I was like, 'Oh my gosh, I missed the point.' Because what she had said was she wasn't worried about the pregnancy. She was worried about her. What she was saying was she was worried about the bleeding, that it was going to be dangerous for her. And I really felt awful to the point that I called her and said..." Screen shows Dr. Taylor's hands and then back to close-up of her speaking, "...you know, I really... I was thinking about you in the office the other day, and I just wanted to check up on you and make sure you were doing okay. And she said, 'Oh, I'm fine. Thank you so much for calling to check on me.' And I said, 'You know, and I just wanted to make sure that I reviewed that if you had any more bleeding, that you can always come back to the office or call us or go back to the ER.' And she said, 'Okay. I, I know that.' Imagine my surprise when she reached back out to me the next day and said, 'You know, I really wanted to say thank you for that call, because I've never felt more like someone really heard what I was saying. And I've never had a doctor call to check on me, so thank you.' "

Screen transitions to show Dr. Taylor at computer desk typing on keyboard, then back to her speaking. "The changes that you make don't have to be big and broad, they can just be the little ones every day, right? Taking that minute to make sure that you're here." Screen changes to close-up profile. "Taking that minute before you walk into the office to really take the opportunity to remember..." Dr. Taylor takes a deep breath in and out, "Okay... It's a new day. I have every chance to make a difference for the patients that I care for and the doctors that I train." Dr. Taylor nods her head and smiles.

Screen broadens and Dr. Taylor states, "Hear her. It could save a life."

Screen fades to black with DHHS, CDC, and Hear Her logo, Hear Her Concerns, and "Learn more at [cdc.gov/HearHer](https://www.cdc.gov/HearHer)."

Music fades as video ends.