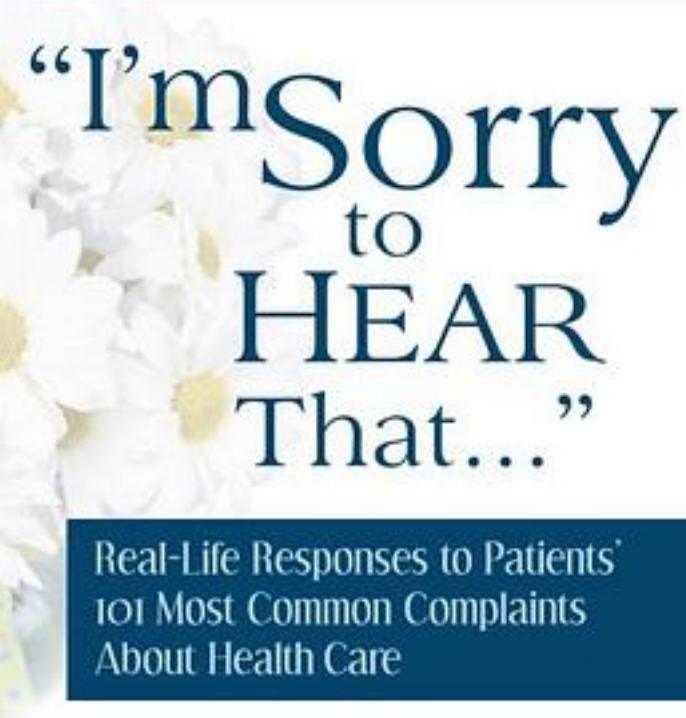


I'm Sorry to Hear That...



“I'm Sorry to HEAR That...”

Real-Life Responses to Patients'
101 Most Common Complaints
About Health Care

Susan Keane Baker and Leslie Bank

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