WORLD’S BEST DOCTORS
How Good Old-Fashioned Manners Improve Patient Satisfaction and Can Lower Litigation Risk

VICTORIA SOTO, JD
PRAISE FOR

World’s Best Doctors

“Victoria is the very best friend and ally a physician can have during a time of crisis. She has helped me and many colleagues combat frivolous complaints over the years. There is nobody more skilled and capable! Through this book, she will share some of her ‘secret sauce’ for success in these matters. By the end, you will be more empowered to be a better physician. Her humor, competence, and down-home approach will serve all who read this to improve on their approach to all things clinical. Well done, Victoria!”

—Allen W. Burton, MD, Houston, TX

“Victoria Soto is more than an attorney—she is a leader. Victoria is highly sought after by health-care professionals throughout the nation. She sees the big picture and knows how to cast a vision and execute a plan for her clients and others. Victoria’s book is a must-read for any physician.”

—Travis Lucas, senior partner, Lucas | Compton PLLC

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“The ‘coarsening of American society’ influences every sector of endeavor, including the medical profession. Victoria Soto has written a valuable tool to establish healthy physician and patient interactions—certainly a needed positive in today’s culture as well as a means to reduce the risk of unnecessary litigation. This book should be a must-read for students and practitioners in the medical profession and beyond.”

—Major General Bob Dees, US Army, Retired; author, The Resilience Trilogy

“What a delightful and thought-provoking read. Victoria is a gifted genius, as is evidenced by her unique talent and ability for passionate engagement on behalf of her clients. As a friend, physician, and defense expert, who has worked with Victoria, I can personally attest to her charm, innate grasp of complex issues, and meticulous case preparation. As a result of her passionate engagement on behalf of her clients, she has an amazing and unmatched track record.”

—C. M. Schade, MD, PhD, PE
“I’m honored to offer you my support with this book endeavor, Victoria. I’m also humbled at your work ethic in protecting physicians and all health-care professionals. You have such a caring passion for what you do that it puts your clients at ease. This alone is something not easily accomplished when you’re dealing with surgeons!”

—Herve Gentile, MD, FACS

“Victoria Soto is one-of-a-kind. She is gentle, courteous, and pleasant to be around, yet persuasive and effective. She has a long record of successfully representing Texas physicians. Her engaging smile and personality light up a room. Victoria makes you want to help her obtain a just result for her client. Incorporating her suggestions into medical practice will help physicians help patients.”

—Donald P. “Rocky” Wilcox, JD, Austin Attorney

“Victoria dissects out and brings to light the root of problems that can arise for physicians and advises how to recognize our flaws to prevent complaints and lawsuits. She offers advice from the perspective of a former prosecutor of physicians. If you have ever been accused of malpractice or subject to a board complaint or you want to be proactive
and prevent one, then this book is for you. Victoria is faith based and exudes this in her writings, and her own words state it best: ‘Truth and humility will prevail.’ This book will help give you the same peace of mind she offers her clients.”

—John Ribeiro, MD, Texas

“World’s Best Doctors gives health-care providers a fresh way to look at applying a concept that is as old as the practice of medicine—having a good bedside manner. This book is enlightening, fun, and reflective at the same time. It shows the reader that having or cultivating a good bedside manner can go a long way in better patient care and satisfaction and can lead to a better relationship with fellow physicians and hospital staff, making for a more fulfilled and successful practice and career. It is a must-read for those wanting to work in medicine today.”

—Vernon F. Williams, MD, author of Grow Younger Like Me

“A passionate advocate for her clients, Victoria is truly one of a kind. While always their biggest supporter, she tactfully provides constructive criticism to even the most
seasoned clientele, all in an effort to bolster their growth as professionals while representing them with masterful zeal.

With a heart as big as Texas (and a personality to match), she has crafted a modern-day “how-to manual” cradled in a book that is both entertaining to read and chock-full of useful information for those in the ever-changing medical profession. I would say it is a must-read, but I don’t have to. You won’t be able to put it down.”

—Mary Winston, JD, Austin, Texas; twenty years in practice, administrative law attorney and member of the Texas Bar College

“World’s Best Doctors provides relevant advice for health professionals through relatable scenarios. This book is perfect for students, early career professionals, and seasoned professionals.”

—DeAnna Harris-McKoy, PhD

“I am so appreciative of Victoria Soto for this new work. We all often forget the power of courtesy and consideration and its profound impact on successful practices and business dealings. Thank you, Victoria, for reminding us of the basics. As a fellow attorney who works with clients
to further their success from a legal perspective, it is notewor-
thy how many instances of legal trouble are rooted in a lack of
consideration and inattentiveness to good manners. This book
serves as a wonderful refresher on the importance of genuine
courtesies and effective communication.”

—Lisa M. Tatum, LM Tatum, PLLC

“I highly recommend reading *World’s Best Doctors* for practical
advice in lowering your risk of a complaint as well as improving
patient and staff satisfaction. Written by a gifted attorney with
massive experience in health-care law, the author worked early
in her career as a prosecutor for the Texas Medical Board as well
as for the majority of her career defending doctors from legal
complaints.

I especially liked her storytelling style and the many
examples of how a provider’s communication and behavior with
their patients and staff plays a great role in their risk of being
sued. Why do many complaints get filed? Why should you be
concerned about how they are defined? How should they be
handled? How can you avoid complaints? The surprising truth is
that bad manners are often a common cause of complaint.

A must-read for anyone currently practicing medicine. Buy
the book *World’s Best Doctors*, and become a better doctor.”

—Tom Diaz, MD
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DISCOVER STRATEGIES TO SHELTER YOUR CAREER AND YOUR LIFE

You’ve heard the horror stories of malpractice—of doctors who lost their license and were forced to close their practice. With so much time, energy, and money on the line, it only makes sense to protect your livelihood.

*World’s best Doctors* shows how you can safely practice medicine and protect your business from legal trouble. With over a decade of experience representing and protecting doctors, Victoria Soto knows that the threat is very real. To become the subject of a lawsuit, you don’t need to be at fault, but you can take steps to reduce and survive such an assault. Sometimes it just takes some good manners.

Inside, you’ll learn:

- the importance of telling the truth
- how to take responsibility and apologize
- to assess your behavior and how it impacts others
- how to make a better impression

Who knew that the manners you learned as a kid could save your career?

*Victoria Soto, JD,* is lead counsel of the Law Office of Victoria Soto and concentrates her practice in defending physicians before the Texas Medical Board. She was admitted to the Louisiana Bar in 1995 and the Texas Bar in 2001 and has been practicing for more than twenty years. Victoria speaks frequently to medical groups, healthcare institutions, and organizations regarding the practice of medicine and defending physicians’ licenses. She is not only a keynote speaker in the world of healthcare providers but a motivational and leadership keynote speaker as well.