

Case - OZONUM No.S

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Preamble:

The consent to publish case was obtained from the client.

Bits and pieces deliberately omitted to ensure anonymity and case slightly edited for fluency.

Case reception - March 2020 via ZOOM

Client - Female 40y/o, married, mother of two children, pharmacist

Background:

She is under my care since autumn 2019. Her main issue is vague anxiety accompanied by diarrhoea and annoying stitching pain in the chest. Among other complaints, she suffers from migraines especially during menses, dysmenorrhea, dry inner genital and diminished sexual drive. She loves dancing and sports. There is a backhand eczema patch on both sites, worse during winter months. She was given SEP with some but an unconvincing response. Anxiety with diarrhoea responded well for a month and a half to PODO and recently she was given for the same LAT-H with the promising initial response and reduction of diarrhoea bouts and inner panic alarm.

She contacted me again to review the progress and also because of all measures implemented by the government as a reaction to CoVid 19 outbreak which disturbs her.

The martial law was introduced in Czechia and several more restrictions have only increased in time. There is a shortage of protective personal equipment, gears, disinfecting gels, etc. Healthcare practitioners are supplied with only one respirator per shift and pharmacies are short of paracetamol to mention a few challenges.

She works as a pharmacist in the NHS hospital pharmacy and faces up to increasing demands in terms of workload and working conditions as well as to increasing pressure to satisfy all clients.

Interview (verbatim):

Dr: doctor, C: client, HG hand gesture

I noticed red cheeks in the pattern of butterfly wings.

Dr: How are you doing?

C: I had the feeling that the stitching in my chest diminished especially during the weekend. I had it more since I'm back at work as we had to start to use a surgical mask, protective glasses and gloves. I'm not used to it and it is uncomfortable with the surgical mask.

Dr: Tell me more about it, please.

C: It is ... the breathing is not at all easy! I'm used to touching my face, I would like to scratch myself and it is not possible. Time to time it is itching and tickling. The first day it was bearable but from the second day onwards ...

I have the feeling I must take a deeper breath. The protective glasses become misted. I have dry mouth as I talk to people. I can't stop wearing the surgical mask while in the shift ... to sip water. There is restriction comparing to other times. You have to endure it the whole time. You can't go and drink, touch your face... When I like to cough you are obliged to cough into your mask. Generally, I sweat more with it.

And ... the stitching started again (on the chest) ... it was less during the weekend but returned... the feeling of the critical situation. People have started to wear surgical masks and respirators and all that numerous measures applied to healthcare practitioners. There were more queues in the pharmacy, many patients come. I had to cope alone to dispense drugs to patients. Everybody got just one respirator for the whole shift. We had to use it until it is exhausted and you are not allowed to call somebody for help, (we have) to cope alone.

And ... it is more demanding. Usually, we call somebody for help if there are huge queues and it is calmer afterwards. There are neverending questions regarding protective equipment, disinfecting gels, many phone calls and requests.

And...when there was a peak of visiting clients in the pharmacy, gathered there, I felt their eyes gazing on me and the pressure to quickly serve the client in front of them to become served themselves as quickly as possible. There were complications. They come with prescriptions on their mobile phones, but old people don't know how to operate it properly, data reception was switched off, some drugs were not supplied... you try hard to help somebody to receive what is needed, but it is far more complicated. You have to read it all, anti-counterfeit codes on top and it takes a while.

The people were not behaving bad, actually quite disciplined, but I felt with long queues, the gathering of many people ... full pharmacy ... certain heaviness and pressure. The feeling I'm there (only) on my own. It takes longer but you can't make it faster despite the maximal effort. And the situation is generally more difficult. People are now allowed to come to the dispensing desk only one by one. There are gaps for 2 metres between them. It is better, I do not feel such pressure from people waiting to be served. It is much more complicated with the respirator on the face, gloves ... generally, the sensitivity is less in your hands and your performance is limited if you need to use payment terminal and so on.

There is limited access for cars at the entrance into the hospital ground, only employees are allowed, others have to come on foot. There are tents outside the building, there are guards, who check and control people ...

There are tents in regards to coronavirus and all struggle to get respirators, disinfecting agents and paracetamol in the midst of standard dispensing. I feel it demanding. The stitching on the chest was worse and the sides alternate - left and right. I have got the feeling that respirator upsets me more and more. Today I had itching of the whole face.

And ... sometimes the breathing ... I need to take a deeper breath in, but it is not possible, because the respirator sticks on my lips and it is as if I'm breathing inside the fabric of respirator and it goes inside my mouth.

It is demanding at the work, I'm not used to wearing a mask ... I should be wearing it the whole time even after I left my place behind the dispensing desk walking around inside the pharmacy facility ... we are not able to endure it the whole time, we need time off to take a breath (to relax) after dispensing drugs.

And ... the situation is generally weird. TV is talking about it (pandemic) the whole time and more directives and guidelines, what to do and what not. Children are at home and homework instructions from the school arrive in the e-mail box. In the beginning, I had the feeling it is far away from us, it is not touching us and nowadays it is here, all those things. I have the feeling it is unbelievable and it reminds me of apocalyptic American movies.

It reminds me of the situation during secondary school. At that time there was the Persian Gulf War. We live in a city with a large chemical industry. We were taught to run on the higher floors in the building in case of chemical threat or attack or explosion in the factory. Not to dwell on the ground and lower floors because of all chemicals released. To go as high as possible in order not to suffocate.

Dr: Tell me please about this threat.

C: No opportunity to breath. Airways will be affected by chemical warfare agents ...

C: I recollect I had got a fear at that time.

Dr: Tell me more.

C: It may happen... the situation... we have to run and how to clean it (environment) from the chemicals afterwards and what happens in the situation? We will run on to the highest floors and then what...?

Dr: Tell me, please, what is your imagination about it? What happens if you are not able to run?

C: Corroded (chemically burnt) lungs. Probably I will suffocate and inhale something ... these chemical cruds usually work this way, prohibit breathing.

C: They closed schools. Children are at home. You are not allowed to go outside. The feeling is: where to go to relax and get some release for yourself. They closed sport places where we used to go in. I'm frightened..to digest the information...you can go only to work and back to home. You can only go to the countryside, in nature. I can't still believe it happened.

Dr: Do you like nature?

C: I felt good because of the sun, it energizes me. Today is gloomy weather and raining slightly...no good mood. Nowadays flowers start to blossom earlier due to warmer winter.

Dr: Would you mind to tell me more about your relation to nature?

C: If it is not overcrowded (by people), I like calmness, blossoming nature, green, flowers, it energizes me.

Dr: What about many people there (in nature)?

C: If there are people ... ehmmm ... I like nature more if there are no crowds of people.

Dr: I can imagine. How you react and what do you experience if it is overcrowded?

C: It ... ehmmm ... I think I like it more without people but I can enjoy nature despite their presence.

Dr: Of course, you can. I'm interested to know what is the difference for you. You like it more without. Try to imagine the worst scenario.

C: I don't know...

C: I can't relax, it is because I see so many people at the work I prefer to be there without them.

Dr: It seems to be a good reason ... What do you feel if there are many people in nature? and the difference without them?

C:...ehmmm...

C: I recollect that we were doing trips in nature in the summer. Valleys without people, but I was not bothered with few we met there and enjoyed the nature as well.

Dr: OK... Sorry to bother you again... Tell me either something positive about people free nature or something negative about overcrowded nature. I understand that the sun and green and nature remains the same, but the presence of people matters to you. Pick up the question you want to answer or you can talk about it as a whole. Up to you.

C: ...ehmmm...

C: I don't know now ...

C: ...ehmmm..

C: Perhaps ... I need to have space. I recollect winter time. We were cross-country skiing. There were places where we encounter a mass of people, really a lot of people...on cross-country skies to make a place to somebody around you, or somebody would like to overtake you, skiing by my own pace or you overtake somebody else, you feel the jam behind you or in front of you.

Dr: Yes, and ...?

C: If it is dense around me it is not convenient. If you are in parts (of a journey), where is nobody, perhaps occasionally you meet somebody else, you can skiing by your own pace ... perhaps gathering of people around you (*HG - hands together showing kind of compression*)

Dr: Tell me more, please, how do you feel if people are gathered all around you?

C: In front of me, behind me, beside me, in opposite to me, in the way they roll over me or if it is narrowed (contracted in a small place).

Dr: The feeling you have got is straitened/narrowed, right? Tell me more about it and accompany it with the gesture you made before, please?

C: I didn't have my own space and my own pace. I felt those behind me and in front of me. I tried to overtake somebody in front of me and get somewhere else, where I have got a certain distance from those behind me and in front of me.

Dr: Yes, the feeling is ...?

C: I order to be able to skiing by my own pace and have my own space.

Dr: You need to have got your own space and go your own pace? Tell me how is it for you if it works optimally?

C: It is comfortable and calm.

Dr: Yes, go on.

C: As if I'm able to sense the nature more ...

Dr: How do you experience if you have got your own space? What is the reverse condition?

C: I try to imagine it but I don't know how to describe it.

(At this point I had the feeling she said all she wanted to the topic and I had a clear idea what to prescribe. I decided to ask confirmatory questions with the remedy in mind.)

Dr: All right. What colour is your favourite?

C: Blue and different shades of blue. Recently I have begun favouring spring green.

Dr: Well, blue and its shades, what is your favourite among blues?

C: Light blue, turquoise blue, or the colour of my T-shirt I wear now (*pointing to her T-shirt*) ...but also dark blue...

Dr: Does it reminds you something?

C: Sky and water.

Dr: How do you fell if you look in the sky, how do you feel?

C: I like to look at the sky.

Dr: Yep...

C: I like to watch clouds or night sky with the stars.

Dr: Can you tell more, please?

C: It is nice and I like it. It is calming.

Dr: What are you sensitive to? What you don't like?

C: I don't like cigarettes smoke. If somebody is walking in front of me and is smoking I tend to overtake him. We cleaned a balcony after winter and sit there. Our neighbour one-floor below us started to smoke, all the smoke went up towards us. I don't like the smell of it.

Dr: Anything else?

C: The sun in the summer, if there is sultriness, the sharp sun disturbs my eyes. I need protective sunglasses...glasses, which makes sunrays softer.

Dr: Anything else?

C: I don't know what else to say.

Dr: Have you got any recent dreams?

C: I dreamt I fly above the landscape in the hight. I watch it from the hight. I dreamt sometimes, but it was in the past, that I'm examined in the school.

Dr: Can you tell me more about the dream you are flying above the landscape?

C: Sometimes I have dreams that I fly in the hight above and I watch and sometimes I fly, it is weird, I fly fast and I'm falling, it is accelerated and with the fear. Sometimes I fly and I watch and there is no fear.

Dr: Physical complaints?

C: The right shoulder...I have it still. There is a certain movement which hurts. I thought it is overstrained from badminton. During cross-country skiing, it didn't hurt. It is in the place of the clavicle attachment to shoulder girdle. Certain movements hurt.

Dr: Can you tell me more about your shoulder pain?

C: I don't know more ... I didn't play (badminton) for a month and it hurts anyway. I did not check it with X-ray or visited a doctor.

C: And ... I must use eye drops more.

C: At the morning, after I wake up I have the feeling the eyes are dry, it scrapes (scrubs). In the past, I used eye drops only wearing eye lenses. I must use drops since morning and after I get rid off make-up, at that time my eyes are red.

Dr: Anything else?

C: I cough in the morning, mostly dry but occasionally phlegm jumps out.

Dr: Ok. I send you "blue from the sky (heaven)".

C: What .. Orion you meant? No ... hahaha ... sounds appealing.

Rx: OZONUM LM1 in drops daily

Note: Please compare the OZONUM No.K case for further reference.

-FINIS-

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