

**10 MOST COMMON  
CUSTOMER  
COMPLAINTS &  
THEIR SOLUTIONS**



# Confusion Most Common Complaints

**Jiyuan Zhang**



## **Confusion Most Common Complaints:**

**Signs and Symptoms in Family Medicine E-Book** Paul M. Paulman, Audrey Paulman, Jeffrey D. Harrison, Laeth S. Nasir, Sarah K. Bryan, Dean S. Collier, 2011-10-05 Signs and Symptoms in Family Medicine by Paul M Paulman MD et al provides a unique evidence based approach to diagnosis based on presenting signs Focusing on the most common diagnoses observed in a medical practice the book helps you think horses not zebras A rating system for the sensitivity and specificity of the signs symptoms and diagnostic tests aids in the development of a focused and accurate differential diagnosis This handy take along guide is ideal for quick reference at the bedside or a refresher while prepping for the boards Confidently diagnose and treat common illnesses and conditions using an evidence based systematic approach A unique ratings system indicates how frequently various symptoms and signs are associated with a particular diagnosis Easily find what you need with consistently organized chapters and an at a glance bulleted format Think horses not zebras with a focus on the most frequently encountered diagnoses Rule out the most serious possibilities quickly with differential diagnoses listed in descending order of severity Review symptoms signs suggested work up and patient disposition for each diagnosis **U.S. Army MEDCOM Pamphlet 40-7-21 Physician Assistant (PA) Algorithm - Directed Troop Medical Care** , PURPOSE This pamphlet serves as a guide to provide commanders of military treatment facilities MTFs standardized clinical algorithms for use by screening personnel in determining the urgency and level of care that the active duty AD Soldier requires and when appropriate in providing minor treatment to him RESPONSIBILITIES a The MTF commander will 1 Ensure that screeners are provided adequate supervision in accordance with paragraph 11 of this pamphlet and performance evaluation by a physician physician assistant PA or other qualified provider specifically assigned this responsibility 2 Ensure that the individual screener s scope of practice with regard to evaluating treating and or determining the disposition of AD sick call patients is delineated in writing and that it is reviewed and revised at least annually 3 Approve the list of self care medications as recommended by the pharmacy and therapeutics committee see AR 40 3 to be dispensed by screeners 4 Ensure implementation of the performance improvement PI requirements in paragraph 13 of this pamphlet 5 Establish a local training program for screeners to include table of organization and equipment personnel when they function as screeners 6 Ensure documentation of completed training in the screener s competency assessment file CAF b The TMC BAS supervising medical officer will 1 Certify in writing that clinic personnel performing the screening function have received training and evaluation in the proper use of the algorithm directed troop medical care ADTMC 2 Ensure training retraining and inservice education as necessary to support the overall program 3 Promote screener training by encouraging medical officers to see patients jointly with the screeners **Principles of Neuropsychological Rehabilitation** George P. Prigatano, 1999-07-08 Without guiding principles clinicians can easily get lost in the maze of problems that a brain damaged patient presents This book underlines the importance of patients subjective experience of brain disease or injury and the

frustration and confusion they undergo It shows that the symptom picture is a mixture of premorbid cognitive and personal characteristics with the neuropsychological changes directly associated with brain pathology By closely observing the patient's behavior the clinician can teach him or her about the direct and indirect effects of brain damage The book provides guidelines both for the remediation of higher cerebral disturbances and the management of patients interpersonal problems It presents a new perspective on disorders of self awareness and recovery as well as deterioration phenomena after brain injury It will be an invaluable resource for psychologists neurologists and psychiatrists involved in neuropsychological rehabilitation

**101+ Primary Care Case Studies** Sampath Wijesinghe,2024-12-10 Strengthen Diagnostic Reasoning with Real Cases from Expert Clinicians Across Disciplines About This Text This workbook delivers real life primary care cases from more than 50 contributors PAs NPs and physicians Each narrative case follows the patient journey from chief complaint to outcome guiding you through HPI ROS relevant history and physical exam findings Probing questions help you determine differentials and most likely diagnoses select appropriate diagnostics and plan management Content spans all organ systems and the lifespan with attention to pathophysiology documentation and practical use of ICD 10 codes A student supplement provides answers and rationales case outcomes and contributor insights faculty gain additional assignable cases and robust instructor materials What's New in the Second Edition 25 brand new cases in Psych Mental Health Cardiovascular Neurology Rheumatology and Infectious Disease 25 additional online cases available exclusively to faculty for student assignment All cases updated to reflect current guidelines and protocols Why Students Love This Text Consistent case design and critical thinking exercises that build stepwise reasoning Emphasis on clinical and bedside manner for compassionate patient centered care Coverage across the lifespan and organ systems Practical attention to patient education medical legal issues and interprofessional collaboration Online student supplement with answers rationales outcomes and contributor insights

Summary of Investigations ,1959 **Misleading Or Deceptive Conduct** Deborah Healey,Andrew Terry,1991 Text exploring the transformation of legal practice after the enactment of provisions dealing with misleading or deceptive conduct in the Commonwealth Trade Practices Act Covers compliance misinformation pre contractual misrepresentation and advertising The authors have published extensively on law practice in both Australia and New Zealand *Medical-Surgical Nursing - E-Book* Donna D. Ignatavicius,M. Linda Workman,2013-12-27 Using a uniquely collaborative and reader friendly approach expert authors Donna D Ignatavicius and M Linda Workman cover all the latest trends evidence based treatment guidelines and additional updated information needed for safe clinical practice in medical surgical nursing This seventh edition features an expanded emphasis on patient safety and NCLEX Examination preparation new ties to the QSEN priorities for patient safety and a greater alignment with the language and focus of clinical practice A new chapter on evidence based practice and a wealth of effective online learning tools help solidify your mastery of medical surgical nursing UNIQUE Collaborative approach presents all medical surgical nursing and other interventions through the lens of the

nursing process Reader friendly direct writing style makes this one of the most readable medical surgical nursing textbooks available UNIQUE Cutting edge focus on the latest trends in nursing practice and nursing education prepares you for both today and tomorrow s nursing practice UNIQUE Integrated tools for NCLEX preparation get you ready for your licensure examination Chapter opening Learning Outcomes are linked to Self Assessment Questions for the NCLEX Examination on the Evolve website Unique chapter ending Get Ready for the NCLEX Examination sections include Key Points organized by NCLEX Client Needs Categories UNIQUE Focus on nursing concepts helps bridge the gap between the concepts learned in Nursing Fundamentals and disorders content learned in the medical surgical nursing course UNIQUE Emphasis on clinical decision making teaches you to apply concepts to true to life clinical situations UNIQUE Concentration on the core body of knowledge for the RN level of medical surgical nursing practice focuses your attention on need to know content to pass the NCLEX Examination and practice safely as a beginning nurse Rich array of effective learning aids includes Best Practice for Patient Safety Quality Care Best Practice for Emergency Care Patient and Family Education Preparing for Self Management Nursing Focus on the Older Adult Home Care Assessment Focused Assessment Common Examples of Drug Therapy Evidence Based Practice Concept Maps Laboratory Profiles Assessment Using Gordon s Functional Health Patterns

**A Primer of Clinical Symptoms** Robert B. Taylor,1973 **The Central Law Journal** ,1913 Vols 65 96 include Central law journal s international law list **The Boston Medical and Surgical Journal** ,1887 Remains Literary and Theological: Charges delivered between the years 1842 and 1860 Connop Thirlwall,1877 **The Principles of Money** James Laurence Laughlin,1903 The Encyclopædia Britannica ,1910 *The Encyclopaedia Britannica: Har to Ita* ,1910 **Journal of the American Medical Association** ,1923 Includes proceedings of the association papers read at the annual sessions and lists of current medical literature Non-epileptic Seizures John R. Gates,A. J. Rowan,2000 Based on two conferences held in the 1990s this volume of 25 contributions by US and Canadian specialists presents a cross disciplinary perspective on these now recognized to be far more common and diverse non epileptic seizure disorders than previously realized Diagnosis has improved due to wider application of video electroencephalography and interest has increased in the abnormal personality correlates of such paroxysmal disorders Four sections canvass neurologic aspects of such seizures in the adult and pediatric patient psychological and neuropsychological evaluation cognitive and psychological functioning and treatment of the pediatric patient and psychiatric aspects Medical-surgical Nursing Donna D. Ignatavicius,M. Linda Workman,2013 Using a uniquely collaborative and reader friendly approach expert authors Donna D Ignatavicius and M Linda Workman cover all the latest trends evidence based treatment guidelines and additional updated information needed for safe clinical practice in medical surgical nursing This seventh edition features an expanded emphasis on patient safety and NCLEX Examination preparation new ties to the QSEN priorities for patient safety and a greater alignment with the language and focus of clinical practice A new chapter on evidence based practice and a wealth of effective online learning tools help

solidify your mastery of medical surgical nursing      **Problems in Classroom Method** Douglas Waples,1927

Pharmacotherapy Joseph T. DiPiro,Robert L. Talbert,Gary C. Yee,Gary R. Matzke,Barbara G. Wells,L. Michael Posey,2008-07-06 The benchmark evidence based pharmacotherapy text now in full color Additional chapters are available online When it comes to helping you develop a mastery of evidence based medicine for optimal patient outcomes no book can match Pharmacotherapy A Pathophysiologic Approach Like the discipline it covers the scope of this trusted resource goes beyond drug indications and dosages to include the initial selection proper administration and monitoring of drugs The book also delves into psychosocial issues that affect compliance topics related to a patient s ability to understand and manage often complex therapy and lifestyle changes that may reduce the need for drug therapy or improve pharmacotherapeutic outcomes Pharmacotherapy delivers everything you need to provide safe efficacious drug therapy across the full range of therapeutic categories FEATURES NEW Expanded evidence based recommendations NEW Extended coverage of the timely issue of palliative care and pain medicine NEW Important chapters on Pulmonary Hypertension Disorders of Calcium and Phosphorus Homeostasis and Multiple Myeloma Outstanding pedagogy including Key Concepts highlighted in each chapter Clinical Presentation boxes summarize the most common disease signs and symptoms covered in each chapter Clinical Controversies boxes presented in the Treatment sections of the disease oriented chapters examine the complicated issues faced by students and clinicians in providing drug therapy Clear therapeutic recommendations in each disease specific chapter Evaluation of Therapeutic Outcomes boxes in each disease specific chapter containing key monitoring guidelines that facilitate the development of a pharmaceutical nursing or medical care plan      **Principles and Practice of Emergency Medicine** George R. Schwartz,1999

## **Confusion Most Common Complaints** Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the ability of words has become more evident than ever. They have the ability to inspire, provoke, and ignite change. Such may be the essence of the book **Confusion Most Common Complaints**, a literary masterpiece that delves deep to the significance of words and their effect on our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book's key themes, examine its writing style, and analyze its overall impact on readers.

[https://gandalf.roeckerfam.com/results/publication/Documents/che\\_1\\_birth\\_of\\_the\\_earth\\_pb.pdf](https://gandalf.roeckerfam.com/results/publication/Documents/che_1_birth_of_the_earth_pb.pdf)

### **Table of Contents Confusion Most Common Complaints**

1. Understanding the eBook Confusion Most Common Complaints
  - The Rise of Digital Reading Confusion Most Common Complaints
  - Advantages of eBooks Over Traditional Books
2. Identifying Confusion Most Common Complaints
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an eBook Platform
  - User-Friendly Interface
4. Exploring eBook Recommendations from Confusion Most Common Complaints
  - Personalized Recommendations
  - Confusion Most Common Complaints User Reviews and Ratings
  - Confusion Most Common Complaints and Bestseller Lists
5. Accessing Confusion Most Common Complaints Free and Paid eBooks

- Confusion Most Common Complaints Public Domain eBooks
  - Confusion Most Common Complaints eBook Subscription Services
  - Confusion Most Common Complaints Budget-Friendly Options
6. Navigating Confusion Most Common Complaints eBook Formats
    - ePub, PDF, MOBI, and More
    - Confusion Most Common Complaints Compatibility with Devices
    - Confusion Most Common Complaints Enhanced eBook Features
  7. Enhancing Your Reading Experience
    - Adjustable Fonts and Text Sizes of Confusion Most Common Complaints
    - Highlighting and Note-Taking Confusion Most Common Complaints
    - Interactive Elements Confusion Most Common Complaints
  8. Staying Engaged with Confusion Most Common Complaints
    - Joining Online Reading Communities
    - Participating in Virtual Book Clubs
    - Following Authors and Publishers Confusion Most Common Complaints
  9. Balancing eBooks and Physical Books Confusion Most Common Complaints
    - Benefits of a Digital Library
    - Creating a Diverse Reading Collection Confusion Most Common Complaints
  10. Overcoming Reading Challenges
    - Dealing with Digital Eye Strain
    - Minimizing Distractions
    - Managing Screen Time
  11. Cultivating a Reading Routine Confusion Most Common Complaints
    - Setting Reading Goals Confusion Most Common Complaints
    - Carving Out Dedicated Reading Time
  12. Sourcing Reliable Information of Confusion Most Common Complaints
    - Fact-Checking eBook Content of Confusion Most Common Complaints
    - Distinguishing Credible Sources
  13. Promoting Lifelong Learning
    - Utilizing eBooks for Skill Development

- Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

### **Confusion Most Common Complaints Introduction**

In today's digital age, the availability of Confusion Most Common Complaints books and manuals for download has revolutionized the way we access information. Gone are the days of physically flipping through pages and carrying heavy textbooks or manuals. With just a few clicks, we can now access a wealth of knowledge from the comfort of our own homes or on the go. This article will explore the advantages of Confusion Most Common Complaints books and manuals for download, along with some popular platforms that offer these resources. One of the significant advantages of Confusion Most Common Complaints books and manuals for download is the cost-saving aspect. Traditional books and manuals can be costly, especially if you need to purchase several of them for educational or professional purposes. By accessing Confusion Most Common Complaints versions, you eliminate the need to spend money on physical copies. This not only saves you money but also reduces the environmental impact associated with book production and transportation. Furthermore, Confusion Most Common Complaints books and manuals for download are incredibly convenient. With just a computer or smartphone and an internet connection, you can access a vast library of resources on any subject imaginable. Whether you're a student looking for textbooks, a professional seeking industry-specific manuals, or someone interested in self-improvement, these digital resources provide an efficient and accessible means of acquiring knowledge. Moreover, PDF books and manuals offer a range of benefits compared to other digital formats. PDF files are designed to retain their formatting regardless of the device used to open them. This ensures that the content appears exactly as intended by the author, with no loss of formatting or missing graphics. Additionally, PDF files can be easily annotated, bookmarked, and searched for specific terms, making them highly practical for studying or referencing. When it comes to accessing Confusion Most Common Complaints books and manuals, several platforms offer an extensive collection of resources. One such platform is Project Gutenberg, a nonprofit organization that provides over 60,000 free eBooks. These books are primarily in the public domain, meaning they can be freely distributed and downloaded. Project Gutenberg offers a wide range of classic literature, making it an excellent resource for literature enthusiasts. Another popular platform for Confusion Most Common Complaints books and manuals is Open Library. Open Library is an initiative of the Internet Archive, a non-profit organization dedicated to digitizing cultural artifacts and making them accessible to the public. Open Library hosts millions of books, including both public domain works and contemporary titles. It also allows users to borrow digital copies of certain books for a limited period, similar to a library.

lending system. Additionally, many universities and educational institutions have their own digital libraries that provide free access to PDF books and manuals. These libraries often offer academic texts, research papers, and technical manuals, making them invaluable resources for students and researchers. Some notable examples include MIT OpenCourseWare, which offers free access to course materials from the Massachusetts Institute of Technology, and the Digital Public Library of America, which provides a vast collection of digitized books and historical documents. In conclusion, Confusion Most Common Complaints books and manuals for download have transformed the way we access information. They provide a cost-effective and convenient means of acquiring knowledge, offering the ability to access a vast library of resources at our fingertips. With platforms like Project Gutenberg, Open Library, and various digital libraries offered by educational institutions, we have access to an ever-expanding collection of books and manuals. Whether for educational, professional, or personal purposes, these digital resources serve as valuable tools for continuous learning and self-improvement. So why not take advantage of the vast world of Confusion Most Common Complaints books and manuals for download and embark on your journey of knowledge?

### FAQs About Confusion Most Common Complaints Books

1. Where can I buy Confusion Most Common Complaints books? Bookstores: Physical bookstores like Barnes & Noble, Waterstones, and independent local stores. Online Retailers: Amazon, Book Depository, and various online bookstores offer a wide range of books in physical and digital formats.
2. What are the different book formats available? Hardcover: Sturdy and durable, usually more expensive. Paperback: Cheaper, lighter, and more portable than hardcovers. E-books: Digital books available for e-readers like Kindle or software like Apple Books, Kindle, and Google Play Books.
3. How do I choose a Confusion Most Common Complaints book to read? Genres: Consider the genre you enjoy (fiction, non-fiction, mystery, sci-fi, etc.). Recommendations: Ask friends, join book clubs, or explore online reviews and recommendations. Author: If you like a particular author, you might enjoy more of their work.
4. How do I take care of Confusion Most Common Complaints books? Storage: Keep them away from direct sunlight and in a dry environment. Handling: Avoid folding pages, use bookmarks, and handle them with clean hands. Cleaning: Gently dust the covers and pages occasionally.
5. Can I borrow books without buying them? Public Libraries: Local libraries offer a wide range of books for borrowing. Book Swaps: Community book exchanges or online platforms where people exchange books.

6. How can I track my reading progress or manage my book collection? Book Tracking Apps: Goodreads, LibraryThing, and Book Catalogue are popular apps for tracking your reading progress and managing book collections. Spreadsheets: You can create your own spreadsheet to track books read, ratings, and other details.
7. What are Confusion Most Common Complaints audiobooks, and where can I find them? Audiobooks: Audio recordings of books, perfect for listening while commuting or multitasking. Platforms: Audible, LibriVox, and Google Play Books offer a wide selection of audiobooks.
8. How do I support authors or the book industry? Buy Books: Purchase books from authors or independent bookstores. Reviews: Leave reviews on platforms like Goodreads or Amazon. Promotion: Share your favorite books on social media or recommend them to friends.
9. Are there book clubs or reading communities I can join? Local Clubs: Check for local book clubs in libraries or community centers. Online Communities: Platforms like Goodreads have virtual book clubs and discussion groups.
10. Can I read Confusion Most Common Complaints books for free? Public Domain Books: Many classic books are available for free as they're in the public domain. Free E-books: Some websites offer free e-books legally, like Project Gutenberg or Open Library.

### Find Confusion Most Common Complaints :

#### **che 1 birth of the earth pb**

chapter review software dos and windows versions earth sciencepng 7

charmstone the

charms for easy life

chateau of pines

#### **charter vs. federalism the dilemmas of constitutional reform**

chats de venise

#### **charlotte nothing could be finer urban tapestry series**

chaucer to spenser a critical reader critical readers ser.

chastitys virtue a michael marcus mystery

#### **charles & mary stories**

charles darwin a man of enlarged curiosity

chatterbox part 4 pupils

## chasing tornadoes

chariots of fire and other sermons on bible characters

### Confusion Most Common Complaints :

Popular Cybersecurity Certifications Apr 23, 2021 — The well-regarded Certified Information Security Manager (CISM) credential ... dummies, rely on it to learn the critical skills and relevant ... CISSP For Dummies: 9780470124260 For Dummies" books. It gave excellent overview in some areas while leaving some areas a bit 1" too thin. It helps me to cross reference with the review ... Non-Technical/Non-Vendor Security Certifications ... CISM certification if you're in security management. Like CISA, ISACA manages ... dummies, rely on it to learn the critical skills and relevant information ... Best Books for Complete CISM Preparation Sep 13, 2023 — Top 3 CISM Books for Beginners · 1. Complete Guide to CISM Certification · 2. Information Security Management Metrics · 3. Network Security Policy ... Peter H. Gregory: Books CISM Certified Information Security Manager All-in-One Exam Guide, Second Edition · 4.74.7 out of 5 stars (60) · \$37.07 ; CISSP For Dummies (For Dummies (Computer/ ... CISM Certified Information Security Manager All-in-One ... Coding All-in-One For Dummies - ebook. Coding All-in-One For Dummies. Read a sample; View details; Add to history; You may also like. by Nikhil Abraham. ebook. CISSP For Dummies Get CISSP certified, with this comprehensive study plan! Revised for the updated 2021 exam, CISSP For Dummies is packed with everything you need to succeed ... CISM Certified Information Security Manager Practice ... Gregory. See All · CISM Certified Information Security Manager All-in-One Exam Guide. 2018 · IT Disaster Recovery Planning For Dummies. 2011 · CRISC Certified ... Books by Peter H. Gregory (Author of CISM Certified ... CISM Certified Information Security Manager Practice Exams by Peter H. Gregory CISM ... Firewalls For Dummies, SonicWALL Special Edition by Peter H. Gregory ... 13 Search results for author:"Peter H. Gregory" Get CISSP certified, with this comprehensive study plan! Revised for the updated 2021 exam, CISSP For Dummies is packed with everything you need to succeed on ... The Daily Bible by Smith, F. LaGard The Daily Bible® makes it simple by organizing the whole of Scripture in chronological order, as well as presenting Proverbs topically and the Psalms by themes. The Daily Bible® - In Chronological Order (NIV®) As this unique, chronological presentation of God's story daily unfolds before you, you will begin to appreciate God's plan for your life as never before. The Daily Bible (NIV) As this unique, chronological presentation of God's story daily unfolds before you, you will begin to appreciate God's plan for your life as never before. The Daily Bible - In Chronological Order (NIV) - eBook ... - enable you to focus on specific aspects of God's wisdom. The Daily Bible - In Chronological Order (NIV) - eBook (9780736983211) by F. LaGard Smith. The Daily Bible - F. LaGard Smith The Daily Bible® in chronological order with 365 daily readings with devotional insights by F. LaGard Smith to guide you through God's Word (NIV). Check It Out ... The Daily Bible (NIV) by F. LaGard Smith, Paperback As this unique, chronological presentation of God's story daily

unfolds before you, you will begin to appreciate God's plan for your life as never before. The Daily Bible® - In Chronological Order (NIV®) As this unique, chronological presentation of God's story daily unfolds before you, you will begin to appreciate God's plan for your life as never before. 365 Daily Readings In Chronological Order, Paperback New International Version Bible (NIV) arranged chronologically for 365 daily readings ... LaGard Smith is the author of more than 30 books and is the compiler and ... The Daily Bible: In Chronological Order 365 Daily Readings In the hardcover edition of the bestselling and much-loved chronological presentation of the Bible, God's story unfolds before readers each new day, ... The Daily Bible (niv) - By F Lagard Smith (hardcover) As this unique, chronological presentation of God's story daily unfolds ... It's also in chronological order so it's more interesting how it all went in order. McGraw Hill LINKS 101 102 - Spanish 102 -To Access the... From the drop-down menu, go to the chapter that you are working on, then scroll to the bottom and click on Laboratory Audio Program under More Resources. Note: ... Spanish 102 Chapter 5 -McGraw Hill Flashcards Study with Quizlet and memorize flashcards containing terms like El Barrio, La calle, La casa and more. Spanish | McGraw Hill Higher Education Course management, reporting, and student learning tools backed by great support. Connect® Master Online Learning Without Compromise. McGraw ... McGraw Hill Spanish Connect chapter 17 Flashcards La vida social y afectiva Learn with flashcards, games, and more — for free. Sign In | Connect | McGraw Hill Sign In | Connect | McGraw Hill. Skip to main content McGraw Hill Higher Ed page. Help. McGraw Hill Higher Ed page. Sign In. Email Address. Password. Forgot ... Spanish 102 • Communicate, with few errors, in Spanish using level-appropriate language for ... completing the McGraw-Hill “Connect” exercises (known as “Prep”, “Hmwk ... Webmail Login You have logged out. The system has detected that you are using Internet Explorer 11. cPanel & WHM no longer supports Internet Explorer 11. Looking for the answers to the McGraw Connect Spanish ... Looking for the answers to the McGraw Connect Spanish Homework, does anyone know where I may find the answers? FOREIGN LANGUAGE · SPANISH · SPN 2113. Connect | McGraw Hill: Sign In Sign In | Connect | McGraw Hill. Skip to main content McGraw Hill Higher Ed page. Help. McGraw Hill Higher Ed page. Sign In. Email Address. Password. Forgot ...