

Talking to Patients in Difficult Situations

Author: Tara A. Young

Advantages:

To share some ideas on how to deal with patients in the following situations: patients kept waiting for their appointment; patients whose surgery has failed; patients who talk too much; patients who complain about your office; patients who ask you out on a date; patients you no longer want to look after.

Methods:

Role-playing of clinical examples will be used to demonstrate the effectiveness of some of these ideas. Participation from the audience will be encouraged.

Effectiveness / Safety:

Effective communication, being honest and focusing on what is in the best interest of the patient and their care will help make difficult patient situations more manageable. These techniques have been used throughout my practice with benefits to both doctor and patient.