

Resolving Challenging Patient Situations

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Advantages:

Understanding the motivation of at least some patients' continuous questions, or hostile seeming attitude can help resolve a difficult situation to both the patient's and physician's satisfaction.

Methods:

If patients keep asking the same questions, they are often scared to ask what they really want to know about. Tension between family members, esp. if responsible for the injury, can be addressed with a recommendation of counseling. Two illustrative cases will be presented in which difficult situations were resolved.

Effectiveness / Safety:

Listening for what patients want to know but are afraid to ask or recommending appropriate mental health treatment may not be commonplace in retina surgeons' office. However, bringing up difficult subjects for the patient as a physician can disarm tactfully a tense situation.