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Conflict With Patients: Scheduling Conflict

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Conflict with Patient: Scheduling Conflicts

Focus: Communication

Authors: Alsilwadi R., Baldwin H., Cizmic A., Lee J., Parker K., Turke E.

Learning Community: Yellow 46



Professionalism Conflict with Patient

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A patient continuously returns to the clinic for the same issue and is not complying with their medication treatment.

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- Confirm that the patient understands the instructions for taking the medicine with a calm and compassionate demeanor.
- Bring up the current situation and emphasize the importance of medicine adherence with a personal focus on why it should be important to them
- Have a discussion about what are currently their barriers to maintaining their current medication treatment and systematically address issues making sure complete understanding from the patient perspective

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Reflection

A growth mindset has the potential to transform a conflict into an opportunity to foster understanding for others and learn more about those you coordinate with. An important factor that facilitates this transition is an open mind; coming into the discussion with tunnel vision and the inability to listen will fail to promote any type of positive development. For a patient-physician communication trial, we need to adapt ourselves and recognize that the patient is and advocate for themselves who know their body best. They are experts in that specific topic and therefore we need to recognize that we cannot push without being gentle. Open-mindedness and honesty naturally paves the way for respect and compassion for others, all of which encourages harmony among the groups involved. The white coat itself is a constant reminder of the duty we have but acts as a barrier when with patients. We must actively remember and remind ourselves that it separates us from our patient in a visible power dynamic. Such constant reflection is what will inherently improve our repertoire with patients and encourage better outcomes.

