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Conflict With Patient: Late Physician and Patient Wait Time

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Late Physician and Patient Wait Time

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Learning Community Group: Brown 10



Professionalism Conflict with Patient

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You are 60 minutes late to see a patient and they are very upset about the wait time.

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- Apologize for your delay, provide a brief explanation if appropriate, and acknowledge that the patient's time is just as important
- Empathize with the patient's frustration. Be open-minded to the fact that excessive frustration may stem from other life stressors that they are experiencing
- If possible, modify patient/clinic flow so that wait times are more manageable in the future

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Reflections

It is important keep in mind that conflicts with patients can and will occur on a regular basis. In this example, while delays can be unavoidable, patients' time is equally valuable and they may become frustrated if they feel their time is not being respected by their physician. A growth mindset will allow a physician to be cognizant of this conflict, while honing their communication skills and being able to take feedback graciously. Additionally, having a growth mindset means constantly seeking out improvements and trying out new strategies to minimize patient wait time and frustration.

