Conflict With Patient: Racial Discrimination

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Conflict with Patient

Racial Discrimination

Authors: Kohavi, M.; Jafri, A.; Regan, B.; Kothari, Z.; Hanna, T.

Learning Community Group: Green 21
Patient is not willing to see a medical student due to their race.

Ask the patient what he meant by their comment to try and understand their perspective.

Calmly explain that race has no impact on training or ability as a student.

Discuss the situation with an attending or professor for support.
Reflections

Despite our progress regarding racial discrimination, students and physicians still experience racist comments from their patients and further growth must be made as a community. Although the comment might come from a place of misunderstanding or lack of information, these comments create an unsafe environment and should be addressed. Using empathy and understanding, racially charged conflicts with patients can be de-escalated in a way that is informative and sensitive.