Conflict With Patient: Managing Physician-Patient Conflicts Professionally

Constance Cleveland
Wayne State University, hk4740@wayne.edu

Deepa Raghavan
Wayne State University, ga1614@wayne.edu

Dipra Debnath
Wayne State University, gh3770@wayne.edu

Jay Maixner
Wayne State University, hm6270@wayne.edu

Ranya Krayem
Wayne State University, gn2731@wayne.edu

See next page for additional authors

Follow this and additional works at: https://digitalcommons.wayne.edu/pat_edu_proj

Recommended Citation
Cleveland, Constance; Raghavan, Deepa; Debnath, Dipra; Maixner, Jay; Krayem, Ranya; Mehan, Vikash; Mustafa, Zane; and Salem, Ayman, "Conflict With Patient: Managing Physician-Patient Conflicts Professionally" (2024). Patient Education Projects. 797. https://digitalcommons.wayne.edu/pat_edu_proj/797
Authors
Constance Cleveland, Deepa Raghavan, Dipra Debnath, Jay Maixner, Ranya Krayem, Vikash Mehan, Zane Mustafa, and Ayman Salem
Managing Physician-Patient Conflicts Professionally

Authors: Cleveland, C., Debnath, D., Krayem, R., Maixner, J., Mehan, V., Mustafa, Z., Raghavan, D.

Learning Community Group: Orange 29
Professionalism
Conflict with Patient

Patient refuses to comply with diagnostic or treatment plan despite receiving all relevant information

1. Maintain composure.
2. Actively listen to and consider patient’s concerns.
3. Avoid medical jargon to ensure clear communication.
4. Ask clarifying questions.
5. Provide ways to make the most effective plan of care as comfortable and convenient as possible for the patient.
6. Provide effective alternatives if needed.
7. Seek the counsel of residents/attendings.

Wayne State University School of Medicine
Reflections

Although it may be frustrating when a patient refuses to comply with what you believe to be the best plan of action, it’s important to remain professional and kind. This includes viewing the situation from the patient’s perspective to understand why they may not want to proceed with your recommendations. The white coat represents a commitment to always act with the patient’s best interests in mind, so having a growth mindset in these kinds of situations will ensure that we focus on how we can still help the patient to the best of our ability.