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Conflict With Patient: Managing Physician-Patient Conflicts Professionally

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Learning Community Group: Orange 29

**Professionalism
Conflict with Patient**

P R O B L E M

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

S O L U T I O N S

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.

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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.