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Conflict With Patient: Medication Nonadherence

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Yellow 45



Professionalism Conflict with Patient

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A patient has not been taking their medication

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- Ask the patient why they have not been taking their medication
- Understand what barriers exist to adherence
- Work with the patient to address barriers to adherence
- If the patient decides they do not want to take this medication, reassure them that you are available if they change their mind. Discuss other treatment options if available. Document the patient's decision.

Wayne State University School of Medicine



Reflection: Patient Conflict

- Physicians should be open minded and non-judgemental when patients decline treatment options or procedures
- Physicians should strive to view the situation from the patient's perspective. This will both provide additional insight into the patient's reasoning and help alleviate any miscommunication between physician and patient.
- The white coat should be viewed as a bridge between the patient and physician, serving to remind us to always ensure a patient-centered approach to care.

