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## Conflict With Patient: Patient Refusal of Care Due To Bias

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# Patient Refusal of Care Due To Bias

Authors: Al-Hadidi, M; Dahle, M; Jande, J; Kumaresan, K; Long, J; Reusch, T

Learning Community Group: Yellow 46



## Professionalism Conflict with Patient

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A patient refuses to receive treatment from you because of an element of your appearance.

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1. Acknowledge the patient's concern and share a willingness to discuss the specifics of why they don't feel comfortable getting treatment from you.
2. Offer alternatives and respect the patient's autonomy to refusing care. Facilitate the transition with a different provider.
3. Speak with administration about developing policies around patient refusal of care by a specific provider

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# Reflections

Navigating conflict with a patient in a clinical setting can be challenging because you want to respect the patient's right to refusing treatment and having a choice in the healthcare provider that they feel comfortable receiving treatment from. It is important to handle this situation as carefully and professionally as possible even if it means addressing the potential biases and discrimination that you have faced at a separate time away from the patient care room. While it is necessary to focus on patient-centered care and ensure the patient feels comfortable with their provider, it is imperative that the healthcare provider does not feel mistreated.

