



Real World Problem Scenario

Scenario:

Irate Patient

Business:

Memorial Health System

Business Participant:

Jennifer Offenberger - Director of Marketing and PR

Career Cluster(s):

Health Science, Human Services

Grade Level:

6-12

Standards & Skills:

D1 1.c Demonstrate the ability to actively listen and understand multiple perspectives

D2. 3.d Develop techniques to empower, encourage and affirm oneself and others, maintaining positive, healthy, relationships

Problem Description:

A patient is upset because the doctor will not prescribe the pain medication they want. They were yelling and screaming at the nurse and doctor. The nurse tries to calm the patient, but he is even more upset because the doctor walked out.

Things to be considered or defined for the solution:

- What are the standards for trying to deal with an irate patient?
- What do you do when the patient wants something that is not medically advised?
- Was it safe for the doctor to leave the nurse alone with the irate patient?