

Dealing With Difficult Patients

How to check your patients in and should it be the same for a new patient:

- Treat every patient the same. Recognize them, say hi and see how they are doing.
- Have the same level of excitement for each patient (current or new).
- Be prepared and anticipate the arrival of each patient and especially the new patient.

Systems to have in place that make the job of dealing with patients a little easier:

- Running reports and knowing what is going on and being proactive to any potential issues.
- Teamwork! Having a great team that creates a healthy support system does impact the patient experience.
- Being clear as to the office policies and expectations starting at the first appointment to set the office standards.

Office policies and scheduling after school appointments:

- Be clear from the beginning about why certain appointments are done at certain times.
- Pay attention to how many times they have had or not had to miss school.
- Turn everything into a positive and use positive language.
- Have a policy that if you missed school at one appointment you would not miss school on the next appointment to create a fair system for all patients.

Handling emergencies:

- Have appointments blocked out for emergencies specifically on Mondays and the last patient day of the week.
- Prioritize the patient based on the status and severity of the emergency.
- Have policies in place and be clear about them but also have the team and doctor support the front desk and trust them to do what needs to be done to take care of the patient while respecting the doctor, team and currently scheduled patients.
- Be a problem solver.
- As Dr. King would say remember that, "people don't care how much you know until they know how much you care."

The # 1 tip for dealing with difficult patients:

- Make taking care of the patient your number one priority and show them you truly care.
- Recognize that the reason they may be upset may have nothing to do with you are the office.
- Use positive language and communicate clearly with the patient, doctor and team.
- Actively listen with empathy and try to understand "why" the patient feels the way that they do.

If you enjoyed this episode please subscribe and share!

Anonymously ask a question or tell us your stories at www.practice-talk.com