

## Handling Difficult Patients – Quick Guide

💡 **REMEMBER** 🗨️ Calm staff = calm patients 🗨️ Inconsistent rules = more problems

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### 🧠 1. Stay in Control

- Stay calm
  - Lower your voice
  - Do NOT argue
  - Do NOT take it personally
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### 🗨️ 2. Use This Formula

#### Acknowledge + Redirect

- “I understand this is frustrating.”
  - “Let’s see what we can do.”
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### ⚖️ 3. Stick to Policy

- No exceptions without approval
  - “This is our policy for all patients.”
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### 🎯 4. Give Controlled Options

- Reschedule
- Clarify billing
- Offer provider follow-up

🗨️ Never ask: “What do you want us to do?”

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### 🚧 5. Set Boundaries

#### 1st Warning:

“I want to help, but I need respectful communication.”

#### 2nd Warning:

“If this continues, we’ll need to stop this interaction.”

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### 🚫 6. When to Escalate

- Patient won’t calm down
- Repeated demands
- Billing disputes

🗨️ Call manager or provider

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### 🛑 7. When to STOP

- Verbal abuse
- Threats
- Harassment

#### Say:

“We cannot continue this conversation right now.”

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### 📝 8. Document EVERYTHING

- What happened
- What was said
- What you did

🗨️ Be objective (no opinions)

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### 🛡️ 9. Protect the Team

- Do NOT override coworkers
- Stay consistent
- Ask for help when needed