

Ciara Harmon

Critical Thinking Week 2: Chapter 8

1. Joanie should not have continued her conversation with Sam until Mrs. Smith had moved away from the counter, or she should have had that conversation in a different room that was away from other patients. Patient information should not be spoken about when other patients are in ear shot.
2. I would ask the person calling about the appointment if I could put them on hold and take the mother's call first. If the child did swallow rat poison, they are in imminent danger and require care first. After the mother and child are being taken care of by the provider or poison control, depending on the office policy, I would check back in with the call about the appointment.
3. I would attempt to calm Mrs. Olsen down by using a calm tone of voice to reassure her that her health is important to the practice, apologize for the wait, and try to give her a better timeframe as to when the doctor will be available to go over her test results. The provider needs to know is someone complains about their care so they can try to improve.