

MO217 Medical Administrative Procedures

Chapter 8 Critical Thinking

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8-4.

- A patient calls the healthcare facility to report that she has been taking her prescribed antibiotic for 3 days and still isn't feeling any better. She says she might even be feeling worse than before she started taking the pills. She asks you if she should stop taking the pills.
 - a) How should you respond?
 - b) What actions should you take in response to the telephone call?
 - c) What should you document in the patient's record?

Answers:

a) I'm sorry to hear that, but may I ask who is calling? What are your Symptoms?

b) Then I would attempt to look at her EMR. Then I would proceed to ask her about her symptoms. I would consider her symptoms, and make detailed notes and documentation. I would let the patient know that must check with her physician, and then politely put her on hold. Then tell physician, and follow the physicians instructions on how to proceed. Then follow up with the patient.

c) She should document the date, time, the medication the patient was taking, what the symptoms are, and whatever the physician decided to do.

8-5.

- An angry caller raises his voice at you over an issue that happened before you began to work at the facility. You suggest that he speak with the office manager, but he refuses and continues to berate you.
 - a) What choices do you have in this situation?
 - b) Should you simple hang up on the patient?
 - c) How can the call be handled diplomatically?

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Answer:

- a) I must keep calm, be polite, and assure the patient that the situation is important to us.
- b) Definitely do not hang up on the patient. Try to defuse the situation by showing interest, listening, take notes, and find out what the root problem is.
- c) I would try to defuse the situation, by showing interest, asking questions, find out what the root problem is, and assure the patient the situation is important to us, and that I will discuss it with their provider as soon as possible and I will call them back later. Then proceed to follow up with patient as soon as possible.

8-6.

- You answer the phone; the caller is a pharmaceutical representative who has been visiting the clinic for several months. You cheerfully

greet him and ask if he is calling to make an appointment. He states that he wants to make an appointment with another female coworker—for a date. How should you handle this call? What problems could arise if this were a patient and your female co-worker were to accept the date?

Answer:

I would politely inform him that the types of calls are not permitted, and ask if he would like to talk with the office manager. Then immediately notify the office manager, and document the conversation.

If the female co-worker accepted the date it would be a conflict of interest and she may lose her job.