

## MA101 Introduction to Medical Assisting

V.A.1. Affective

V.A.2. Affective

V.A.3. Affective

### Chapter 4 Therapeutic Communication

1. Wuanita White is 55 year old widow, here today for a physical exam. The physician has discovered a lump in her breast and now has ordered a mammogram. Wuanita has never had a mammogram, is very nervous about the procedure and the diagnosis. You explain the procedure and the steps involved regarding the diagnosis. Wuanita is feeling lost and requests your cell phone number to call you if she has more questions.

How do you respond? Explain to her that you cant give your personal information, but if she has any questions she can call the office and you or the physician can talk with her and ease her worries as much as possible.

2. You work as a medical assistant at Beal Family Practice. One of your regular patient's has been struggling to control her diabetes. She posts a picture on Facebook about how much weight she has lost. You respond by saying, "I hope your diabetes has improved". Is this a breach of confidentiality? Why? Yes it is you broke patient confidentiality. Your patient and your life are separate. You cant cross that line. Its not professional.

3. A patient wants to compliment you on what a great job you do by posting a photo of you at work on Facebook. Is this ok? Why or why not? The same as last question, you are crossing that line of professional and friendship. You are not friends, your there ma. It needs to stay professional and not break any confidentiality.

4. You are working in the reception area of a busy medical practice. Patients come and go all day long, and it is your responsibility to move the flow along. One particularly busy day, you are registering an 89-year-old man. You ask him to read and sign the Acknowledgement of Privacy Practices. He says that he

cannot see the form and asks if his wife can sign the form. His nonverbal cues make you wonder if he can read and write.

What would you do? H can give the verbal for his wife and make sure she is on his chart and has filled out forms for future to sign for him.

5. You are working in an office taking patients back, and one of your patient's is an Islamic woman who comes into the office with her husband. Her body language indicates fear and worry. She appears very shy. She is here for a physical exam and you instruct her to get undressed and put on a gown. Her husband becomes upset that you addressed her and not him. How do you handle the situation? Apologize to him and assure him that your job is to make sure the patient is aware of everything taking place at the appointment. If it is their culture then you will have to be courteous and respectful. Let him know that she can non verbally agree to speak with him.

6. You are working at the Walk-in Care and an African American patient comes to the window to check in. He has a strong body odor, dirty clothes. You attempt to collect the \$10.00 copay and he states he has no money. What do you do? I would try to waive the copay, there are programs and funds for assisting in this situation. Be polite and compassionate to the patient too.