

Critical Thinking 8-4

- A) You would respond by explaining that you are not able to give medical advice, but you would be more than willing to take a message and give it to the provider.
- B) You would get the symptoms before and after antibiotics. Get a call back number so you can return her call after the provider has determined what they would like the patient to do.
- C) Document the phone call from the patient, what the provider suggested and the return phone call.

Critical Thinking 8-5

- A) Remain calm, keep your tone of voice low and reassure them that you are willing to help. Take the blame and find the source of the problem. Present options on how we can resolve the situation.
- B) Never, it doesn't solve anything and shows that you don't care.
- C) Avoid getting angry and/or defensive, try to get to the root of the problem. Express interest and understanding of the situation. Take careful notes and always follow through on what you say you are going to do.

Critical Thinking 8-6

If a pharmaceutical rep were to call to set up a date with another female coworker I would have to politely decline his call. I would explain to him that the time to pursue someone is not while they are at work and not at their place of work. If he would like to contact her outside of work, then that would be up to her as to how she would want to respond to the phone call.

If the coworker was to accept a date from a patient, she could lose her job. Working in the healthcare you have to portray yourself as a professional. Dating a patient goes against the ethics of being a caregiver. If she were to accept the date and things went south there would then be an awkwardness between them every time the patient came in for an appointment and probably wouldn't be comfortable in his care.