

Students Respond

Handling an uncooperative patient must be difficult, especially while you are working in their mouth. I believe that you handled your situation well. Your circumstance opened my mind to the possibility of a patient telling me I am not doing my job right in my industry (medical assisting). Informing patients about what is happening at all times, and saying thank you is the biggest take away for me. I believe it provides a feeling of being cared for and reassurance. In my industry or during clinics, I will remember to speak to the patient step by step through the process, to improve my communication skills.

[Professionally Conducting oneself with Difficult Patients](#)
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Something I found interesting in this blog is that even though a person may be a big talker, it doesn't mean they are good at communicating. I learned that there is a difference between just talking and communication. Communicating involves agreement, knowledge, cooperation, and feedback. A key takeaway for me is that people tend to forget professionalism when they are familiar with their client/patient, and thus they forget communication skills and lean more towards just talking. This can greatly effect the interaction because something important about the procedures could be forgotten or the patient may not actually consent. Nervousness during first time experiences also plays a big factor in poor communicating. It happens to everyone, but if mistakes are made, be open to constructive criticism and do better next time. For me, nervousness and being less professional when I know my patient are huge things I could improve on.

[The Gift of Blab*](#)
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I found this post interesting because I totally relate! When I took my first patient back during our first clinic, I'm positive I forgot to confirm their name and date of birth. I can see the improvement in myself over the past two years too and I love that even though we're in different programs, we still struggle with and overcome the same things. One of the key things I took from your post is that basics like smiling, introducing yourself and making conversation come naturally with time and to always remember to keep those basics at the forefront of every client/patient visit.

[The Haircut & What a Client Wants](#)
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Tough patients can rattle even the best workers, and they always come when you least expect it. It sounds like you handled your experience in a well-mannered and professional matter. I found your tips very interesting and hope to demonstrate your level of control when dealing with angry patients in the future. I agree that it is especially important not to take personal offense when dealing with a frustrated patient.

[Professionally Conducting oneself with Difficult Patients](#)
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CAVIT Clinic



“Communication in the Workplace”



Highlighted Blogs

Mandatory Fun-Communication, who needs it?

Communication, who needs it?

If you are reading this, I'm going to take a guess and say that you need it as much as the next guy (or gal). With cellphones and social media, we are supposed to be the most connected out of every generation, but it doesn't take a genius to know this isn't true.

Massage Therapy students got to work with the Law Enforcement students, before they went out on their four mile run. We had just learned how to perform sports massage in class, but haven't had the opportunity to test it out on outside clientele, so we had our guinea pigs from another class help us out.

In the picture, my colleague is performing a special type of stretching, called PNF stretching. It requires a good amount of communication between client and therapist.



In order to prevent injury, it takes both parties to communicate. This became a problem, because I would ask my client specific things about their range of motion, past injuries, or if the stretch is too intense, but they would just respond with "Oh yeah" and "I could do this everyday."

Aside from flattering myself, I noticed a lack of communication around me. The clients with therapists that didn't talk were the most unsatisfied.

There is a direct correlation between communication and understanding. People like understanding what they are doing and what is happening to them.

Especially nowadays, it is even more important to communicate. Everything can be taken the wrong way, everything is up for interpretation.

Do you have any stories about lack of communication in the workplace that caused problems?

Highlighted Blogs

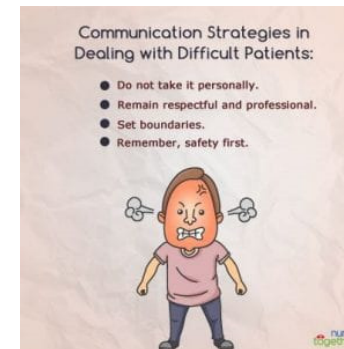
Professionally Conducting Oneself with Difficult Patients

My Experience in Clinic

Yesterday, as I arrived to CAVIT, at my usual time, I was fully aware that there would be clinic awaiting me in the classroom. I had prepared the previous day, so that I would be at the top of my game for the well-deserving patients I would be seeing that day. As I went inside, I found myself assigned as Assistant 2 and to an anonymous patient. I had to take one x-ray for the tooth extraction, we would soon do after. This was not the nicest nor politest patient I've encountered at one of our clinics. She continuously told me I was doing my job wrong and that I needed to hurry. At that point, I was uncomfortable, and my mood was not in the mood for her mood. Then, while we were in the middle of the extraction, she starts trying close her mouth and put her hands in the way. This patient was really just a challenge for me, but I managed to give it my all and provide them will the best quality care I could.

How I handled this situation professionally

- I explained the process so they would be aware of the how long it would take
- I kept my tone low and chose my words very carefully to avoid confrontation
- I made sure to keep them informed on what was happening. (Example: "The doctor will be in with you shortly, thank you for being patient.")



6 tips for dealing with difficult patients

<https://www.jacksonvilleu.com/blog/nursing/difficult-patients/>

