

Instructions to Participants

1. Have someone read the situation below.
2. Discuss what you would do if in a similar situation.
3. Try to reach agreement of what should be done.
4. Have someone from the table, when called upon, read the situation to the entire room and share the group's thoughts on what should be done.

Situation #4

While in your office contemplating ways to reduce your golf handicap, you receive the following e-mail:

Dear Doctor, This afternoon your intern Dr. B came over to Patient Registration while Nurse Jane was registering a patient. Dr. B. pushed her way up to the desk in front of the patient that Nurse Jane was registering. Dr. B stated she had a patient for stat bloodwork and she could not wait in the lobby. The patient, Mrs. M who Nurse Jane was registering was very upset that she was being so rudely interrupted. Nurse Jane proceeded to tell Dr. B that she would be with her as soon as she finished her patient and that she felt she was being rude for interrupting during the registration. Dr B said I had to interrupt; you are the only one here. At this point Mrs. M asked the Dr. her name. Mrs. M then told Nurse Jane that she works at a nearby hospital and that was a violation of her privacy when the Dr. interrupted and brought the patient in during her registration. Nurse Jane apologized to Mrs. M for her inconvenience and tried to calm her down. Mrs. M was not upset with Nurse Jane but stated she would be filing a complaint.

I did not witness any of the above take place. I thought you might want to be made aware of the situation because I am sure we will be hearing from Mrs. M.