

Creating a Positive Call Experience for You and Your Patients

Lesson 2: Managing Difficult Calls- Supplemental Material

Call Procedures: How to Handle Difficult Patients

Have you ever experienced a difficult phone call, where you were trying so desperately to get your point across to the person on the other line? You're feeling frustrated and helpless. We have all been there.

As a triage nurse, it is important to be able to put yourself in the caller's shoes. Remember a time when you or a loved one was sick or in pain. Most likely you were overwhelmed by worry and anxiety.

While you cannot prevent a difficult call, you can control your reaction. Compassion is a key trait needed to effectively triage patients. Treating the callers with compassion is likely to calm them down, allowing you to focus on assessing their situation.

In this short video we look at the different types of difficult calls a triage nurse may receive, such as:

- Difficult Callers
- Difficult Situations
- Unauthorized Callers
- Chronic Callers

We address how to handle these calls in order to effectively triage patients over the phone.

-Short video on website.