

Creating a Positive Call Experience for You and Your Patients

Section 3: What to do in Uncomfortable Situations

Calls involving abuse or neglect

1. Ask _____ questions to find out the status of the child and/or adult (remain professional and friendly)
2. Determine if there is any _____ danger (if so, call 911)
3. Contact their _____ and explain the situation

Complicated issues

1. If not a _____ disease, use proper protocol.
2. If chronic disease, follow _____ if you have any.
3. If there are no protocols, call their physician for _____.

Worried callers

1. Parents may be _____ and scared when their child is sick.
2. Lack of experience, understanding, _____ and a feeling of guilt can contribute to a caller's concern.
3. Be kind and _____ and allow them to relax.

Poor communication issues

1. The caller may:
 - Speak a foreign _____.
 - Have a _____ or hearing impairment.
 - Have mental or _____ issues.
 - Or be under the influence of _____.
2. Try your best to understand the reason of their call.
3. Ask supervisor for further directions.

Unauthorized callers: family and friends of authorized callers, minors

1. It is important to ensure that the caller has _____ to speak on behalf of the patient.
2. Regarding a child:
 - If a friend or relative is with the child, act as if they are the _____.
 - If they request _____ on the child, refer the caller to the parents.

- Do not give information to anyone not caring for the child.
3. Minors:
- Listen _____ to minors.
 - Handle any _____ problems.
 - Try to contact the parent.
 - If you cannot reach the parent, contact the physician and let them speak to the parent.

Visitors from out of town

1. Treat them as though they are _____ in the practice.
2. Spend more time on history, medications, and allergies.
3. Document very carefully.
4. Urge them to contact their own _____ as soon as possible.

Acute and chronic repeat callers

1. Acute: Two or more calls in _____ hours about the same problem.
2. Make sure you thoroughly assess the situation- ask _____ questions.
3. If there is no serious issue, console them and encourage them to call their _____.
4. Chronic: Two or more calls a week.
5. If it's not an emergency, encourage them to make an appointment with their doctor the next day.

Additional Notes