

# Culture of Healthcare Scenarios

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| <b>Due</b> | No Due Date | <b>Points</b> | 10 | <b>Submitting</b> | a discussion post | <b>Available</b> | after Jan 25, 2015 at 11:01pm |
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Pick 1 of the three scenarios below to write a response.

Include on the subject line of your response the scenario you are using.

Remember, there can be more than one way to handle a situation.

You will be able to see the responses by other students after you post yours.

After posting, read through your coursemate's responses and add to the discussion on at least one of them. Also, you can definitely share your own experiences in healthcare as a patient or ask questions.

## Scenario 1: Unexpected Visitor

You are working behind the front desk. Your neighbor, Mrs. Smith, comes in to speak with the doctor. She does not have an appointment and you have never really cared for her. You know that the doctor will not be returning from the hospital until tomorrow. You explain the situation and she blows up. What do you do to help Mrs. Smith?

## Scenario 2: Complaint from Co-worker

Your co-worker complains to you that the physician took too long with a patient thus delaying the schedule and causing patients to be impatient with the receptionist. How do you handle this situation?

## Scenario 3: Problem Child

A young mother whose 6-week-old baby is ill brings her 2-year-old child with her to the medical office. The 2-year-old causes problems in the reception area and the mother does nothing. What would you do?



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