AH101 Winter Term 2016

Ethics and Legalities Role Play Scenarios

1. The front desk is calling an MA in the back office. “Patient Susie Lindon is returning a call to Dr, Johnson about her abnormal CT results”. There is no privacy glass at the front desk and it’s on speaker phone in the back.

How do you handle this situation? What would you say to the front office?

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Ethics and Legalities Role Play Scenarios

1. Your physician comes into work regularly behaving as if they are under the influence of drugs or alcohol. You are the MA for this doctor and have worked for them 6 months.

What would you say to the manager of the clinic?

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Ethics and Legalities Role Play Scenarios

1. Your co-worker comes into work regularly behaving as if they are under the influence of drugs or alcohol. You have worked with this team member for 6 months and is also a close personal friend that you had recommended for this job.

What would you approach your co-worker?

What would you say to them?

What would you say to the manager of the clinic?

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Ethics and Legalities Role Play Scenarios

1. Your work for a multi provider medical office and a fellow employee is reading over the emergency room report on a patient a provider will be seeing later in the week. The MA reads through some sensitive information on this patient and shares it out loud, then asks you to come over and read the hospital report.

How do you handle this situation?

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Ethics and Legalities Role Play Scenarios

1. Your provider has given a verbal instruction to give an injection of B12 2cc IM. You prepared the injection and administered it to the patient. After you finished with the patient you see the order was for 1cc not 2cc.

What is the conversation that needs to happen and between whom?

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1. There is an MA that is constantly telling you or gossiping to you and others that she thinks the manager is incompetent and brings up several violations’ and communication issues that they have heard and/or witnessed.

What conversation do you have and with who?

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Ethics and Legalities Role Play Scenarios

1. You are calling a patient with lab results and while you are on the phone the patient says he is not happy with the provider and he starts to tell you he thinks the provider does not know what he/she is doing.

How do you handle this phone call?

What do you say to the patient?

Do you tell the provider?

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Ethics and Legalities Role Play Scenarios

1. You have noticed that a co-worker is using slang for certain body parts and language in patients’ charts.

How do you talk with this co-worker and explain the legal issues involved?