Activity #1

1. What of the following are the provider's/physician's rights in the physician-patient relationship?
   A. Choose the type of services to provide
   B. Choose whether to keep an appointment with a patient
   C. Time for vacation and not being available to work
   D. Choose who they will treat
   E. Expect payment for all treatment
   F. Stop providing service to a patient whenever desired

   **Answer:** All but B and F are the provider's/physician's rights in the physician-patient relationship.

2. Which of the following are a patient's rights in the provider/physician-patient relationship?
   A. Privacy
   B. Right to give consent to treatment
   C. Physician normally to stay with patient as long as treatment is needed
   D. Cure in every illness
   E. Confidentiality of information shared
   F. To be informed of risk

   **Answer:** All but D are a patient's rights in the provider/physician-patient relationship.

Activity #2

Consider optimal provider-patient relationships as you analyze the following situations that have occurred in your health care network.

**Scenario 1:** A patient comes into the doctor's office asking for a cure for back problems. After a thorough exam and tests, the doctor recommends physical therapy for recovery and refers the patient to a network physical therapist. The physical therapist reviews the patient's record, does a brief patient interview, shows the patient several exercises, and tells him to do them daily for 2 months and return for an evaluation if there is little improvement.

The patient tries to do the exercises for several days but starts to feel he may not be doing some of them right. He stops them altogether believing they are
too hard to fit into his schedule. Two months later, he is back in the doctor's office complaining that his back pain is worse and saying that physical therapy "doesn't work" for him.

What could the physical therapist have done differently to help make the working relationship and therapy more successful for the patient's recovery?

Model answer: The physical therapist could have enrolled the patient in a working partnership for the patient's wellness and benefit, talked with the patient to better educate him about the exercises and benefits, encouraged him to get the regimen into his daily schedule, given written instructions, and scheduled a follow-up appointment to ensure he was doing the exercises properly and regularly.

Scenario 2: Sally J. is a patient in your health care network. In her frequent appointments, she reappears at the front reception desk throughout her time in the waiting area trying to get staff to listen to her personal problems, which she shares loudly. She can be belligerent with staff and irritating to nurses and technicians. She badmouths the staff to anyone who will listen to her. She regularly questions and criticizes the physician. Sally withholds information that should be shared for good medical diagnosis and rarely follows the doctor's instructions well.

One day, Sally comes in without an appointment "just to visit" and is informed privately, "I am sorry, but we have determined that we are not the best care center to help you. We cannot continue to treat you and recommend that you find a physician outside this network with whom you feel comfortable."

Do you approve of the response to Sally? Why or why not?

Model answer: No. It is considered patient abandonment to cease servicing a patient without giving a referral. There are times when a healthcare provider's attempts to meet patient's underlying needs and to stay within boundaries with behavior will not be successful. If the behavior is too disruptive to the healthcare business, the relationship may be discontinued with a proper referral and procedure.

Scenario 3: A pharmacist is filling a prescription for a patient in the network. Review the conversation with the patient and respond to the
question that follows.

Pharmacist: Hmmm...that's interesting.

Man: What's that?

Pharmacist: I haven't seen this prescribed in a long time.

Man: Oh really? Is that strange?

Pharmacist: It's just that the clinical studies that came out show that Quasi Pill has limited effectiveness. Your doctor is new, but it's what he thinks is best, so...

Man: Thanks for letting me know that. So I take one once a day or something?

Pharmacist: You'll want to follow the instructions on the label.

Man: Okay.

What was lacking in the pharmacist's interaction with the patient?

**Model answer:** The pharmacist should not have offered his opinion on the doctor's choice of the prescription nor further put him in a questionable light by saying he is "new." The pharmacist should have verbally explained the instructions to the customer because she was asked for the information. The pharmacist should have then verified that there were no further questions.