

- c. A coworker uses a profane word by the reception window. You respond by telling her, "You're nasty."

- d.** Your supervisor is in her office reviewing lab results when you burst into the room and say, “I have to talk to you now regarding my vacation.”

- e. You are receiving your annual performance review by your supervisor, and you don't agree on several of the improvement items. You respond by saying, "What do you know? You're not a clinical expert."

- f. A patient is yelling at you over the telephone and is using profanity with you. You respond by saying, "Please stop cursing at me, and let's solve this problem together."

APPLICATION

Follow the directions for each application.

1. Therapeutic Communication Skills

Make a list of at least 10 therapeutic communication techniques a medical assistant can use. For each technique, explain how it improves communication between the medical assistant and the patient.

2. Maslow's Hierarchy of Human Needs

List the five levels in Abraham Maslow's hierarchy of human needs. For each level, provide an example of a statement a patient may make that would indicate that these needs are not being met.

CASE STUDIES

Write your response to each case study on the lines provided.

Case 1

You are having a problem with a coworker. Both of you have the same job title and often work together to interview and prepare patients. This coworker cuts you off when you speak and contradicts you in front of patients. Her actions are affecting the way patients see you as a professional. How should you handle this situation?

Case 2

A male patient is waiting in the exam room to see the physician. He is seeing the physician for sexual dysfunction. You and several medical assistants are outside his room at the nurse's station and burst into laughter about a comment unrelated to the patient. A few minutes later, the patient leaves. What could have happened to cause the patient to leave? How could this have been avoided?

Case 3

A mother brings her 3-year-old into the pediatrician's office. The child is presenting with behavioral issues regarding potty training. The mother states that the child hides behind furniture instead of using the potty or alerting her of her need to use the bathroom. The mother states that she has strict consequences when the child has an accident, such as time-outs when accidents occur. In addition, the older sibling teases the child about accidents. According to Erikson, what is the life stage level for this child and a possible reason for this behavior?
