

Discussion: Client Challenges in the Healthcare (Responses Included)

- a. Create a sample scenario based on your assigned topic. Describe potential client behaviors consistent with the concern listed.**
- b. Discuss an appropriate and professional approach to address the behavior and communicate with the client.**
- c. Provide an example of how you would document the encounter.**

Adolescent client who is reluctant to answer questions

Therapeutic communication is the key to understand the patient perspective towards their health outcomes. When it comes to age group of adolescents it is important to understand the importance of silence during therapeutic communication. There are many reasons behind why one is reluctant to answer the question. When it comes to the sexually transmitted disease topic adolescents have lack of access to knowledge and counselling which leads to the serious health outcomes.

18-year-old female named JP, presents with lower back pain, fatigue, nausea, low-grade fever, burning and pain during urination, itching around genitals and vomiting. During the interview to rule out diagnosis of STD and UTI questions are being asked related to sexual and reproductive health. Patient accompanied with adult and started to feel uncomfortable with the questions. JP became silent, withdrawn and was looking at the floor and mumbling to answer the question. It feels like she has a fear about disclosing personal information in front of her caregiver and being scolded by the elders if she talks about it.

Professional approach

It is important to understand the perspective of adolescent client towards the sensitive topic like STD and Menstruation. Healthcare professionals should never assume that client is either sexually active or not active. According to Maslyanskaya et al., (2019), To know about the client's perspective, it is important to build trust and rapport with client to feel comfortable and provide them assurance that their confidential information will not be shared with anyone except the other healthcare professionals who is required to be the part of their plan of care.

With case mentioned above the professional approach is to gather necessary information from the care giver about other review of system and then make them understand the importance of confidentiality and advise them to step out while interviewing the girl about her sexual and reproductive health. It is equally important to discuss with girl about the importance of communicating with her parents on this topic and her perspective.

Documentation