

Assigned topic: Argumentative client

1. Sample scenario:

Mrs. Karen is a 42-year-old female well known to the practice and Alex, NP. Mrs. Karen called the clinic late Friday afternoon before a three-day holiday weekend, furious because the NP wouldn't renew her prescription without first having an exam. Mrs. Karen stormed into the clinic Tuesday morning, demanding an appointment with the NP and a prescription renewal. The receptionist says that the NP is currently in with another patient and is unavailable. Mrs. Karen starts demanding the receptionist get the NP immediately. Mrs. Karen is heated and starts arguing with the receptionist, causing a scene in which everyone in the clinic overhears.

2. Address the behavior and communicate with the client:

To address Mrs. Karen's argumentative behavior with the receptionist, the clinic manager should first pull Mrs. Karen aside to a more private setting. The clinic manager should approach this situation with compassion and empathy (Taggart, 2021). The clinic manager must understand what is behind Mrs. Karen's urgency and demanding behavior. Once the clinic manager fully understands the situation and can reassure Mrs. Karen's concerns, the two can come up with a mutually agreed upon solution.

3. Document the encounter:

The goal of documentation is to provide a clear, concise, but comprehensive report that states the key findings and communicates your assessment to other clinicians, consultants, and other members of the health care team (Bickley, 2020). KM is a 42-year-old female presenting to the clinic demanding to be evaluated by the NP and to have her prescription renewed immediately.