

## **Topic: argumentative client**

### 1. Application of Course Knowledge:

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

### **Sample Scenario, Argumentative Client:**

Your 40 year old male client reports to the office enraged that his lab work reveals an elevated creatinine level indicative of chronic kidney disease on his patient portal. He is raising his voice to the staff in the office, accusing staff of mixing his bloodwork because this cannot be correct. He is loud, banging the desk, demanding to speak with a nurse practitioner or physician who is in the office and who ordered his labs. He is blaming the healthcare team for his results, using vulgar language. What do you do? You are the Nurse practitioner who ordered his lab work for a routine yearly visit.

Potential client behaviors are loud voice, visibly angry, accusations, banging the desk revealing he is overly disruptive and out of control.

An appropriate and professional approach to address the behavior is first and foremost notifying security or the local police department to be on standby for protection and safety of all involved. In these situations, you never know the outcome so always ensure a safe environment, stay calm, avoid confrontation, listen to the client and if security is on site, alert them before approaching the patient (Bickley, 2020). The next step is gathering yourself. The clinician cannot be going into this conversation confrontational and not calm.

Next, asking the patient to move from the waiting room to another more private location to speak would be appropriate. It would be smart to not lock yourself in the room with the angry patient, to not corner yourself or even close the door. Even gathering the patient from the front desk to a patient room but having another clinical, physician or staff in the room or close by, and leaving the room door open for safety may be optimal.