

Memo

To: Front desk and MAs
From: management
Date: December 15, 2021
Re: How to handle upset parents

As the Blue Fish patient population increases, the number upset parents will increase proportionately. We know taking care of sick children can be stressful. The added worries of the pandemic can sometimes cause the most docile of parents to have an outburst. We should try to remain calm and give grace when possible. What we have seen in the past is that most parents do not mean to treat the staff poorly; they just had an uncharacteristically bad moment.

When moments like these happen and you can sense the parent getting upset or they have told you they are upset, your first words should be "I understand you are frustrated, let me get all of the information to pass it along to doctor/manager." If they are yelling and you are unable to continue the conversation or they refuse to give any further information, kindly say "I am happy to have the doctor/manager call you to discuss your concerns."

If the parent is upset regarding the medical care of their child, then the telephone encounter should be sent to the PCP or the doctor that saw them for the visit.

If the call is regarding staff or the office, the call should go to the office manager. The office manager should discuss the situation with the doctor to determine next steps.

If a staff member brings up poor parent behavior, the office manager should help the staff member determine if they felt threatened or if the parent was just behaving rudely. If the parent was cussing or threatening towards the staff member, then the office manager or doctor should speak with the parent.