Handling Upset Patients Policy

On occasion, a patient may call in with a complaint. Use the following questions to document the complaint and work with the upset patient:

* We’re here to help you. Where did we fail to help?
* When did the problem start?
* Can you tell me the exact sequence of events?
* How would you like us to remedy this situation?

If the conversation starts to escalate, take it to a private office. Do not allow the patient to feel embarrassed or to embarrass you or upset other patients.

In all positions in the practice, we all work with patients and must make it a point to do everything we can to resolve complaints in a way that leaves both the company and the patient satisfied with the resolution.

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