

Effective Management of the Modern Patient in Healthcare



Reading time:
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In this presentation, we will identify the main challenges that modern patients bring to clinical practice, discuss the clinico-legal risks involved in each situation and the expectations placed upon healthcare practitioners. You will be equipped with proven and easy to implement strategies to deal with stressful and demanding clinical encounters while adhering to best practice as outlined in AHPRA's Code of Conduct.

Modern patients can indeed present a range of additional challenges. These range from "Dr Google", anti-vaccination issues, various forms for benefits, on line appointments, new technology, delayed maternity, medicinal cannabis and improved insight to rights and all with an expectation of "free" health care under Medicare. In addition to the usual challenges of the angry, difficult or "drug seeking" patient, members require additional knowledge and skills to deal with such scenarios to best avoid any resultant complaint or potential clinico legal fallout.

Presenter

Dr Nichola Davis, is a GP and Senior clinico legal adviser at MIPS. Dr Davis deals with high volume of queries from the modern patient and imparts her know-how to help alleviate difficulty in handling the more complex questions.

The learning outcomes for participants include:

1. Identify the issues of the modern patient
2. Discuss the risks presented by the demands and expectations of the modern patient
3. Develop strategies to deal with the demanding patient

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