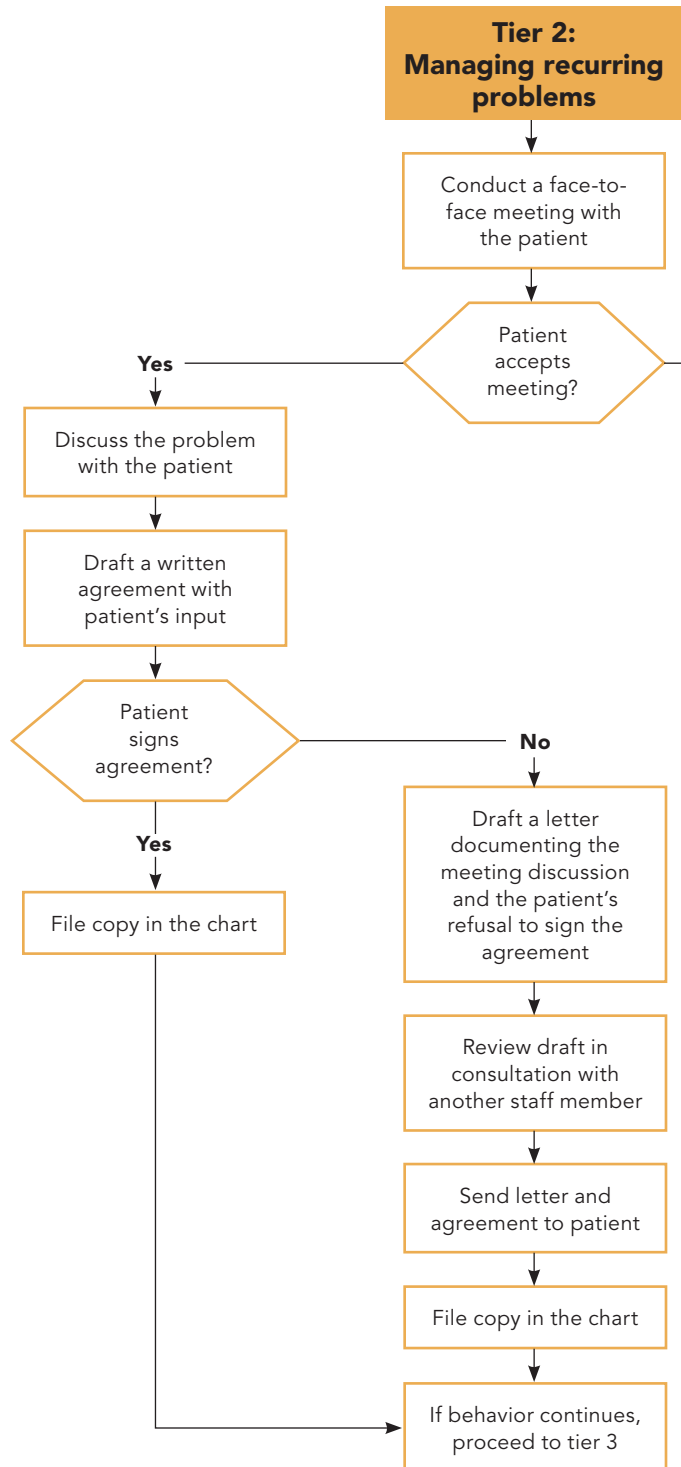
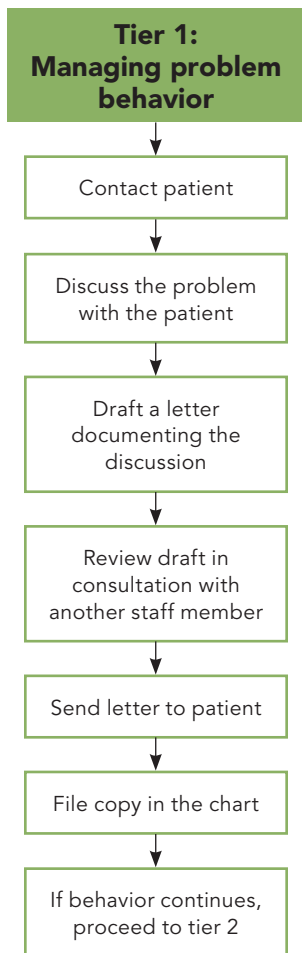


MANAGING DIFFICULT PHYSICIAN-PATIENT RELATIONSHIPS

The flowcharts below depict a three-tiered approach similar to the process used in our health system. For this approach to be effective, you must categorize the types of problems you encounter in your practice into three tiers. For example, in our system, tier 1 behaviors include a patient missing five appointments in six months or a patient using abusive language while talking with a staff member. Tier 2 behaviors include a continuation of issues identified in tier 1, or any actions that staff perceived as threatening. Tier 3 behaviors include a continuation of issues identified in tier 2, or any violent or potentially illegal actions.



Tier 3: Termination

