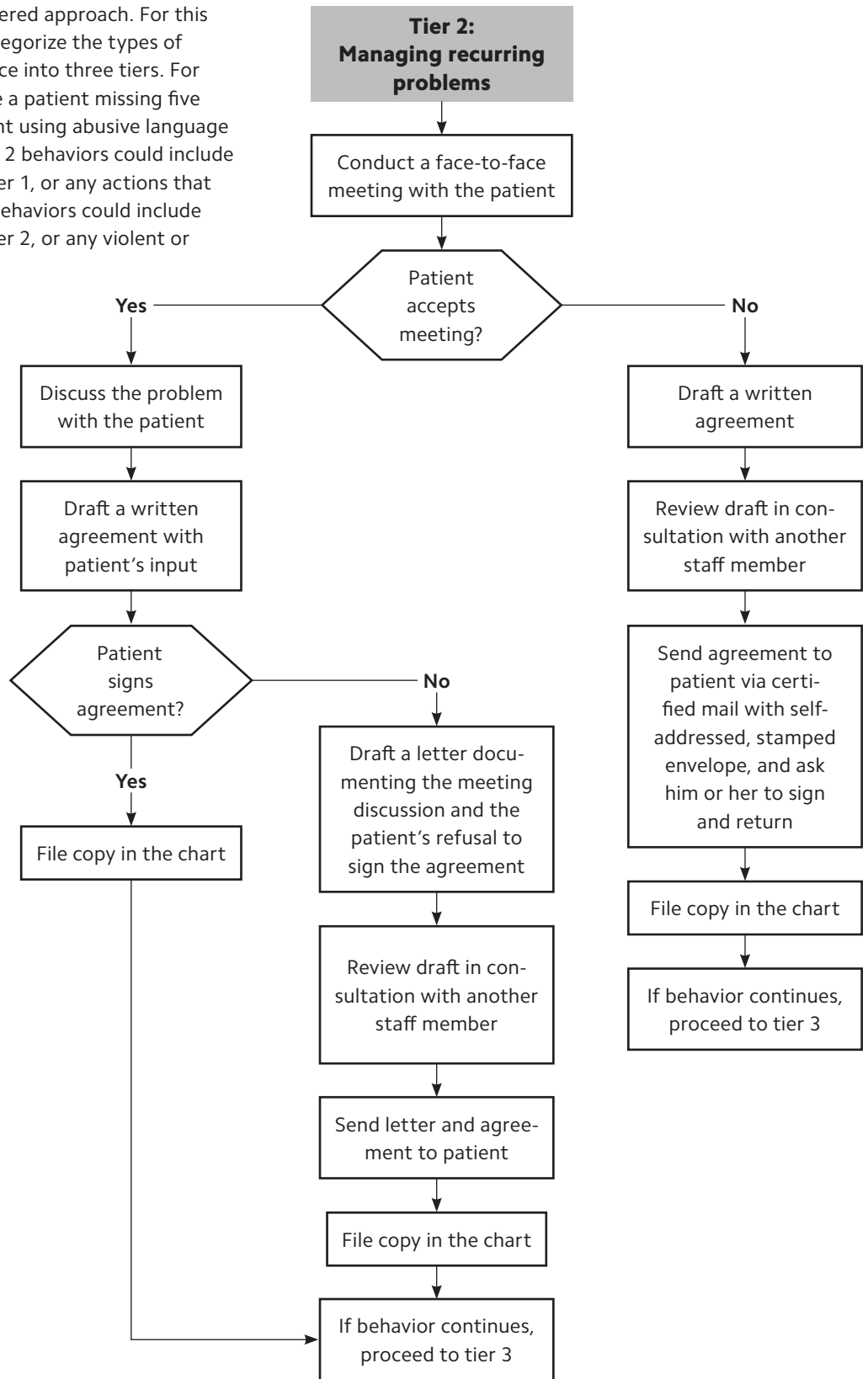
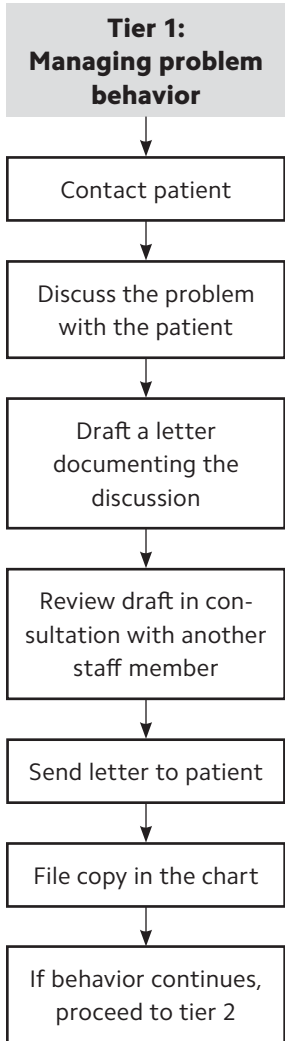


MANAGING DIFFICULT PHYSICIAN-PATIENT RELATIONSHIPS

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



FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

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