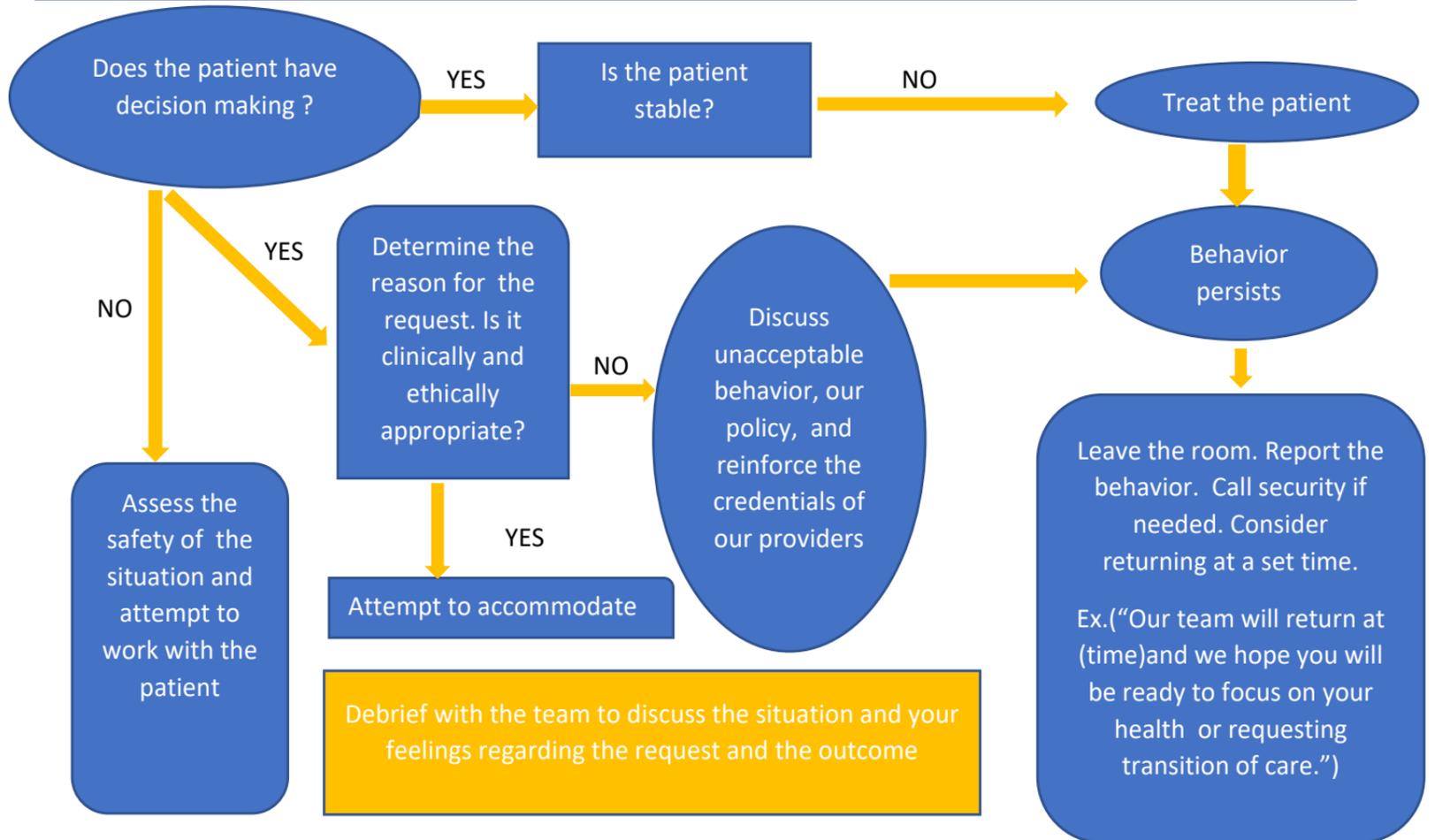


Addressing Inappropriate Patient Behavior



IF YOU OBSERVE INAPPROPRIATE BEHAVIOUR TOWARDS A COLLEAGUE

• **Assess the situation**

- Does your colleague appear uncomfortable or upset?
- Nonverbal cues should assist you in determining whether they want help handling the situation.

• **Respond to the behavior in real time**

- “Dr. Y is a skilled physician and a talented surgeon, and a qualified member of the team that is caring for you.”
- “Dr. Y is in charge of your day- to- day care.”
- “Mr. Z, we want to give you the best care we can and ask that you treat all of our team members with respect.”
- “We don’t tolerate that kind of language here./ Let’s keep it professional./ We are here to focus on your health./ I don’t think you would have said that to a male physician.”
- “What do you mean by that?”
- Provide the harassed with an opportunity to leave the room.

• **Support your colleague**

- If you feel comfortable/ safe , stand close to or in front of the person being targeted.
 - Give your colleague an opportunity to leave the room
 - “That was a difficult encounter. How are you doing?”
 - “ Mr. X’s comments were inappropriate. How are you feeling?”
- ### • **Empower to respond**
- “I want you to feel empowered to speak up in situations like this. You have my support.”
 - Encourage reporting of severe or pervasive harassment.

“Nuvance Health System is committed to providing a professional, safe, and inclusive environment for its staff, patients, and community members. Nuvance Health prohibits harassment on the basis of any legally protected