

**Risk Management Scenarios**

1. Mrs. Franklin arrives for her first appointment at your office. Your receptionist greets her as she signs in. Once the sign-in process is completed, the receptionist gives several other forms to Mrs. Franklin to complete. These include the child’s medical health history, practice policies and a HIPPA policy form.

“Oh no,” Mrs. Franklin says. “Not another HIPPA form!” Your receptionist replies

“Well, I am sorry, but I do need your signature on it.” “Oh for heaven’s sake,” Mrs. Franklin laughs, “It’s getting so you can’t even buy a cheeseburger without having to sign a contract!” “I know how you feel,” your receptionist replies. “I’m the one who has to file all this stuff!”

**Rather than reinforcing Mrs. Franklin’s negative opinion about HIPPA requirements, what might your receptionist have said instead?**

2. Mary is Dr. Jones’ receptionist. She loves her job and gets along well with all the patients and their families. However, Mary is somewhat intimidated by Mrs. Hopkins. When Mrs. Hopkins makes appointments for all her children, she “doesn’t want to waste time or money on unnecessary pictures!” As a result, the Hopkins children have not had X-rays in three years. Mary is not comfortable confronting Mrs. Hopkins. Instead, Mary notes on the children’s records “mother refuses X-rays.”

**Having an X-ray policy are strategies to prevent occurrences like this. How else could this situation be prevented or resolved with the children receiving necessary X-rays?**

3. The Sullivan family has four children – all boys. Mrs. Sullivan wants back-to-back appointments for all the boy’s treatment needs, which means her children must remain in the waiting room, sometimes for up to two hours. Your office manager fears that the boys are disruptive to other families and that their behavior may lead to an injury. She wishes Mrs. Sullivan would keep a better eye on the boys and enforce good behavior. “Every time they come into the office, one of the boys gets hurt. They’re a big risk for the other families, too. And they set a bad example for the other kids.” The office manager wants the Dr. to discharge the family from the practice. But so far, they haven’t done so.

**Every practice should have a policy regarding unacceptable behaviors anywhere in the office. How can you handle this in your office?**