



Today's Panelists



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The Patient Experience

The Physician-Patient Relationship and Setting Expectations





Partnership Plan

- Provide the patient with a written plan of the physician's role and what is expected of them with regards to their continued care.
- Let the patient know that they are a partner with you in their health and wellbeing.





Managing Difficult Patients and Situations

Understanding the Grievance Process





Health Plan Grievances

- Do Not Ignore it
- Respond to the Health Plan
- The Health Plan Responds to the Patient



What happens when a patient complains to the Medical Board?





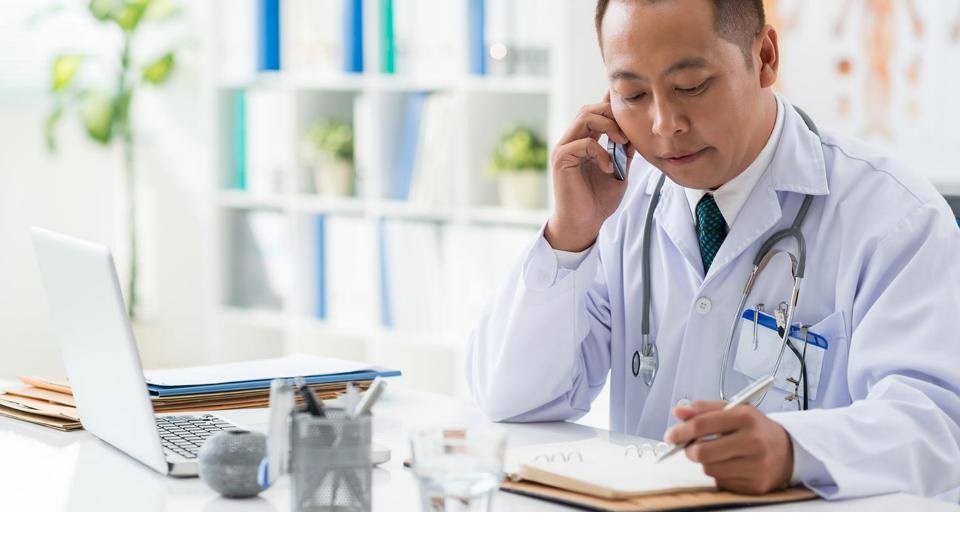
Discontinuing the Physician-Patient Relationship

When to Consider and Understanding the Process





- How should my practice notify the patient?
- How long do I need to be available?
- What do I need to provide during the interim period?
- Can the patient end the relationship?



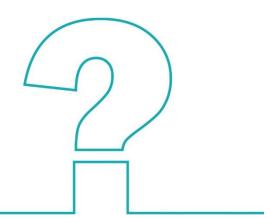
Special Considerations

- When Discontinuation is not Possible
- High Risk Patients
- Health Plan Patients



Question & Answer

- Send us your questions via the Q&A box.
- We will do our best to answer as many questions as possible in the allotted time.





Thank You



For guidance on how best to handle an adverse event, reduce exposure, or manage the risks involved,

CAP Members may contact CAP's Risk Management Hotline for 24/7 support at 800-252-0555.