

Customer Service

A patient is worried about getting a staph infection while in the hospital. What do you tell this woman?

- a) You tell this woman that her fears are completely unfounded. You explain that the entire problem has been a creation of the media and trial lawyers as a way to make excuses for getting money out of a hospital.
- b) You all but ignore her concerns by giving her a warm reassuring smile. You don't want to address her concerns with specifics because it could come back against you, if by some chance she were to develop an infection.
- c) You explain some of the specific steps taken to prevent infections. You cover some of the check listed items and policies in place to protect patients.
- d) You assure the woman of the great care that is taken to prevent staph infections. You also tell her some tips, and ways to reduce her risks while she is with us.
- e) You suggest this woman seek the care she needs at another facility, since you know that there has been at least one case of a staph infection. You explain that we cannot give an absolute guarantee.

Discussion Points:

- 1) What steps are taken to prevent the spread of infections within our facility?
- 2) What do we do if a patient seems to have developed an infection while under our care?