

Module V---Taking Care of YOU

Activity- Refocusing Personal Questions

Case #1:

"Do you have children? or "Are you married?" Keep answer short and may lead back to, Yes I do, tell me about your children. Do they live local? or Yes I am. How many years have you been married?

Case #2:

You may be asked about a co-worker who is out. What's wrong with her? Where did she go on vacation? May answer– "I don't know, is there something I can do for you?"

Case #3:

"You aren't going to be here next week, where are you going?" It would be appropriate to say, "Just taking a few days off." Again, keeping the conversation minimal and find a way to redirect conversation back to the patient.

The key is to refocus back to the patient