

## IN-PERSON SCENARIO 1

### Long Wait Time - Frustrated Behaviour

**Setting:** Reception area of a busy walk-in clinic.

**Patient Name:** Taylor Johnson (they/them)

**Presenting Issue:** Is in pain and feeling unwell. Long wait times.

**Escalation Level:** Frustrated, escalating toward anger.

*[Taylor enters looking unwell and concerned. The staff member is standing behind the front desk.]*

**STAFF:** *[Maintaining a neutral posture, arms relaxed, hands visible, soft eye contact, calm voice]*

Good afternoon. How can I help you today?

**TAYLOR:** *[Looking worried]* My name is Taylor Johnson. I've been a patient here before. I'm feeling unwell and need to see the doctor today. Is that possible?

**STAFF:** *[Listens actively, nods slightly, speaks gently and calmly]* I'm sorry to hear that you are unwell. Do you have an appointment with us?

**TAYLOR:** *[Looking worried]* No, I don't.

**STAFF:** *[Speaks calmly]* Okay, thank you for letting me know. Let me check the schedule for you. *[Looks at the computer]* It looks like we're quite full today, and the wait time is currently over two hours.

**TAYLOR:** *[Raising voice, visibly frustrated]* Over two hours? This is unacceptable! I need to see a doctor now! I've had a headache for the past two days.

**STAFF:** *[Remains calm, does not interrupt, uses soft but steady tone, maintains safe posture and distance]* I hear how stressful this situation must be for you. Your health is important. Let me see what I can do to help. *[Pauses briefly to assess the situation and maintain a calm presence.]*

**STAFF:** *[Speaks gently and clearly]* Here's what I can do: I can try to fit you in if there's a no-show or a cancellation. I can also give you a call when a spot becomes available, so you don't have to wait here. Alternatively, I can schedule you for a phone appointment. Which option would work best for you?

**TAYLOR:** *[Sighs]* Okay, I guess you can fit me in when there's a no-show or cancellation.

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### *Long Wait Time - Frustrated Behaviour – Continued*

**STAFF:** *[Nodding]* Thank you, Taylor. Please have a seat, or you're welcome to come back when I give you a call.

**TAYLOR:** *[Calming down]* Thank you. I appreciate your help.

**STAFF:** *[Smiling gently]* You're welcome.