

MEDICAL OFFICE STAFF IN-PERSON SCENARIO 5

Staff Error – Frustrated Behaviour

Setting: Setting: Clinic front desk.

Patient Name: Skylar Miller (they/them)

Presenting Issue: Patient was told to come in for an appointment that was actually booked for a week later. Becomes frustrated when they find out.

Escalation Level: Frustrated.

STAFF: *[Friendly tone]* Hi, Skylar, thanks for checking in. One moment while I pull up your file.

SKYLAR: *[Furrowing brow]* I'm here for my 10 a.m. appointment—you told me to come in today.

STAFF: *[Looking at screen]* I don't see an appointment booked for you today... I'm sorry, it looks like you're booked next week.

SKYLAR: *[Visibly irritated]* What? You confirmed this two days ago. I came all the way here! I can't believe this!

STAFF: *[Maintains active listening, soft eye contact, neutral posture. Acknowledges and validates the frustration]* I'm very sorry, Skylar. I may have given you the wrong information. That's incredibly frustrating, especially when you planned around this visit.

SKYLAR: *[Raised voice]* I arranged childcare, took time off work, and now you're saying it was never booked for today?

STAFF: *[Assesses the situation and themselves. Proceeds with a calm and clear tone]* This has clearly caused a lot of inconvenience, and I'm sorry for the error. I provided you with the wrong information, and I take responsibility for that.

SKYLAR: *[Still annoyed, but calmer]* This isn't the first time something like this has happened.

STAFF: *[Notes the level of frustration but no signs of aggression. Takes a breath to stay emotionally grounded]* Let's see what we can do to make this right today.

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Staff Error – Frustrated Behaviour – Continued

STAFF: *[Looks at the screen again, problem-solves]* The doctor has a cancellation at 11:30 a.m. I can book that for you right now, so you won't have to come back another day. Would that work?

SKYLAR: *[Less tense, thinking]* Yes... if I can be seen today, that's fine.

STAFF: *[Nods gently]* Thank you. I will speak with the team, so this doesn't happen to you again.

SKYLAR: *[Sighs]* Alright. I appreciate the effort.

AFTER THE INTERACTION, THE STAFF:

- Documents the error in the internal communication log.
- Apologizes again briefly at the end of the visit and thanks the patient for being understanding.
- Notifies the manager and the process is debriefed with the team during the monthly staff meeting to avoid recurrence.