

## MEDICAL OFFICE STAFF IN-PERSON SCENARIO 4

### *Tense and Protective Parent – Frustrated Behaviour*

**Setting:** Setting: Clinic front desk during pediatric clinic hours.

**Parent Name:** Sanya Patel (she/her)

**Child:** Priya (she/her; age 5)

**Presenting Issue:** Parent is tense and overly protective of her daughter. Parent becomes defensive when clinic procedures are explained.

**Escalation Level:** Frustrated, emotionally reactive.

**STAFF:** *[Smiling gently]* Good morning. You must be Priya—are you here for your check-up today?

**SANYA:** *[Holding child close, firm tone]* Yes, we're here. Please don't ask her any questions—she's shy. We just need to see the doctor.

**STAFF:** *[Maintains a neutral posture with uncrossed arms, visible hands, using soft eye contact, and a warm, steady tone]* Thanks for letting me know.

**SANYA:** *[Eyes narrowing, holding child together]* Don't touch her or take her anywhere without me. She's staying with me the whole time!

**STAFF:** *[Speaks calmly, respectfully]* It's clear you care deeply about your daughter's comfort and safety. That matters to us too.

**SANYA:** *[Still defensive]* No one is taking her out of my sight. I won't allow that.

**STAFF:** *[Notices emotional tone and tight body posture. Subtly signals to nearby staff to remain alert. Keeps a calm expression]* We'll stay right here. Our process is simple and meant to keep things easy for both you and Priya.

**STAFF:** *[Provides clear information, offers choice]* Before the doctor sees Priya, we usually take her height and weight down the hallway. We can do that right now, would that be alright?

**SANYA:** *[Slightly calmer]* As long as I'm right there, it's fine.

**STAFF:** *[Nods gently]* Absolutely.

**SANYA:** *[Tone softens]* Okay... sorry. It's just been a rough week.

**STAFF:** That's okay. We want you to feel comfortable.

#### **AFTER THE INTERACTION, THE STAFF:**

- Charts the parent's heightened protectiveness and emotional state in the child's medical record.
- Informs the physician and supervisor to ensure consistent, team-based support.