

WORKSHEET 2. Managing Conflict Situations

Use this worksheet to brainstorm how you might respond in each of the following situations that could potentially arise during a rotation. Keep in mind that there is no right or wrong response in every situation. Focus on how you could respond immediately to the situation, and how you can use it as a learning experience for the student pharmacist.

(Example)

Situation: An insured patient is upset about the cost of his medication.

Possible Response: "I understand your concern. The change in your prescription co-pay is set by your insurance company. I would encourage you to contact your health plan to discuss this increase in co-pay. However, we also can check to see if there are any less expensive alternatives available. Also, there are patient assistance programs available that help with medication costs. You may want to visit the Partnership for Prescription Assistance Web site to see if you are eligible for any of these programs. [Direct patient to <http://www.pparx.org> or similar resource.]

Explain to student pharmacist that cost is an issue for many patients and explore strategies that student pharmacists can use to help patients manage this issue.

Situation: Wrong medication was dispensed to patient. (The error was discovered before the patient took any medication.)

Possible Response:

Situation: Patient complains that student pharmacist was rude.

Possible Response:

Situation: Student pharmacist gives inaccurate information to patient.

Possible Response:

Situation: Student pharmacist repeatedly uses text messaging on cell phone, despite clearly stated rules prohibiting this behavior.

Possible Response:

Situation: Student pharmacist disagrees with your assessment of him or her.

Possible Response: