



Work advices for doctors & providers in health institutes



- ✚ The best way to avoid problems is proper communication
- ✚ Deal with patients according to their culture, use jargon free language
- ✚ Elegant appearance/dress, reflects your professional personality
- ✚ Smile & expressions make difference: Listen, call patient by his name
- ✚ Patient's right is to have confidentiality, and express his sufferings
- ✚ Don't forget that patient's family are also distressed
- ✚ Tell the patient the reason for buying an unavailable free medicine
- ✚ Commitment to your duties schedule is the key for avoiding problems
- ✚ Know your rights & obligations through the doctor's protection law.
- ✚ Cooperate with managers: They are your back up
- ✚ Never be alone during night shift.
- ✚ Exhaustion triggers work mistakes. Do not overwork without rest.
- ✚ Reporting abuse events is an essential step to de-escalate violence.
- ✚ Don't lose control if the patient misbehaves. Absorb anger through listening & explaining
- ✚ Your safety is a priority: call security, don't clash when exposed to violence