Responding to Workplace Violence in Healthcare Transcript
11-The\_Dangerous\_Manager\_Part\_1



Nurse Manager - Hey Jill, how's it going today?

Secretary - Oh it's going pretty well, it's been really busy this morning.

Nurse Manager - Yeah I was gonna say it looks like we're pretty busy here on the floor. How many patients do we have today?

Secretary - I think we're almost full, we've got one room.

Nurse Manager - Okay, that's not bad. What is this guy doing? It's like the second room now he's gone into. What is wrong with people? I don't get it. Sir, can I help you?

Aggressor - No, you can't help me, get Dr. Willis here now.

Nurse Manager - Okay but what do you need Dr. Willis for so I can help you?

Aggressor - Get Dr. Willis here now! Why don't you get out of my face and get Dr. Willis here now.

Nurse Manager - Sir, you can't keep going in and out of patients rooms.

Aggressor - Is he on the unit?

Nurse Manager - You cannot keep going in and out of patients' rooms. Sir, I said stop!

Aggressor - Would you get out of my face, is he here?

Nurse Manager - Sir!

Aggressor - Is he on the unit? Get him here now!

Nurse Manager - Sir I said...

Aggressor - Get him out here, don't touch me!