Responding to Workplace Violence in Healthcare Transcript
14-The_Violent_Patient



Patient - Nurse. Oh my goodness.

Doctor - Christy, what's a matter?

Patient - I'm hurting so bad.

Doctor - What's a matter Christy? You're hurting?

Nurse Manager - Why do patients yell all the time?

Patient - I'm hurting! Yes. I'm hurting like a 10 out of 10, it hurts so bad.

Doctor - But I just gave you something for pain, you really need something more?

Patient - It's not working, yes, it's not working.

Doctor - Well I can only give you pain medication on your order.

Patient - It's not working! It's not working!

Nurse Manager - How's it going in here? What's going on?

Patient - I need something else for pain!

Doctor - She wants something more for pain and I just medicated her.

Patient - I need something for pain!

Nurse Manager - It's okay, it's okay.

Patient - No it's not. I'm telling you I know my rights! I know what I'm allowed to have for pain! Give me something right now! 10 out of 10 is for pain.

Nurse Manager - No, put that away.

Patient - Yes, I know my rights!

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Nurse Manager - Stop, stop. I'm telling you!

Patient - I get it. I'm leaving!

Nurse Manager - Okay, ma'am stop, please.