
HEARD+D in Practice - Aggressive and Threatening Caller

Caller: Hi, my name is Margaret Simpson. I need to see the doctor today. My child is not well.

Staff: Hello Ms. Simpson, can you tell me your child's name and date of birth?

Caller: Her name is Jenny Simpson, and her date of birth is August 1st, 2015.

Staff: Thank you. Can you tell me what your child is feeling?

Caller: She had diarrhea this morning and said her tummy is in pain.

Staff: How long has she been having diarrhea and stomach pains? Is there any blood in the stool?

Caller: It only started this morning and no blood in her stool.

Staff: Okay, thank you. Let me check our availability. Unfortunately, we do not have any available appointments for today. However, I can schedule your child for our next available appointment tomorrow.

Caller: This is unacceptable! I have to come in today. My child is very sick!

Staff: I hear your concern, Ms. Simpson, and understand your frustration. I'm here to help and will do my best to assist you. Here's what I can do. I can add you to a priority wait list if we have a cancellation today. I can also book you an appointment for tomorrow at 2 p.m. Which option would work best for you?

Caller: That's ridiculous! You're being stupid! I need to see a doctor today.

Staff: I'm here to help you but I don't feel respected. I will end the call if it continues. I would also suggest you take a look on medimap.ca to see what other clinics are available nearby to assist you today. If her condition worsens before she can see a doctor at the clinic, I suggest taking her to the emergency room.

Caller: I don't know what your problem is! What point of my child needing an appointment today do you not understand?

Staff: I will be ending the call now. You can reach out to us again when you're ready to be respectful.

Caller: If you hang up on me, I'll show up and get you fired!

Staff: We take all threats seriously. I must end this call and inform my manager to ensure appropriate actions are taken. Goodbye.