

De-escalation Tool for Medical Office Staff (HEARD+D)

1

Hear

Listen actively and model calmness.

If the patient escalates from angry to aggressive behaviour, go to Step 5

2

Empathize

Acknowledge and validate their feelings and experiences.

3

Assess

Assess the situation and yourself. Recognize your emotional state and biases and ask for help if needed.

4

Resolve

Inform and offer solutions.

5

Defuse

Set clear boundaries and protect yourself.

If necessary, ask the person to leave (in person), or end the call (on phone).

6

Document

Notify your manager and chart the incident.

Need more information?

Visit the portal at CPHS.SWITCHBC.ca or email a health and safety advisor at CPHS@SWITCHBC.ca