

# Discussion 3

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due: Discussion 3: Scenario being attentive to all patients In this video, the worker is not paying attention to the lady and her sick son. He is busy doing paperwork and ignoring what the lady is telling her. He does not show any sympathy at all but only wants the lady to wait for her turn; without bothering whether she has been waiting for over an hour. My views concerning this video is the worker was rude to the lady by the way he responded, by failing to maintain eye contact and doing other things when talked to and to some extent he was also not paying attention keenly. That lady was practically scared and anxious for her sons health; being made to wait for more than an hour made it worse. She entrusted her son's life to that hospital for her to bring him in it the first place; only to come and be treated so unfairly. I think what the nurse should have done was speak nicely to the lady, be attentive, and have the courtesy to update her during the long wait. Making patients feel like unique individuals and giving them updates from time to time helps increase their satisfaction and might influence their healing (Diane 363).

#### Scenario # 2 knowing your job

In this video, a worker is asked by his colleague to help her with medical coding. He later responds sarcastically that he does not remember when he last dealt on that area and even goes further to tell her that it is somebody else's job and not his. The colleague then walks out of the room angry. My thoughts about this video are that the worker practically is not responsible, and it is like he does not know the reason he's there in the first place. For him to refuse to help with the coding means that he has no interest in knowing how it is done because I feel he should have asked the lady for assistance instead of dismissing her like that. It is, therefore, important for a <https://assignbuster.com/discussion-3-essay-samples-7/>

worker to understand his or her role within an organization to be able to perform well and effectively.

Works cited

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