

Hcm337-0704b-01  
current legal, ethical,  
and regulatory issues  
in h - phase 2 indi...



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Response to Patient Complaint Our health institute maintains a very strict of conduct and rigorously follows the of ethics while remaining committed to our goal of imparting quality health care services. It is the duty of each and every one of us here to follow these guidelines and uphold the trust of our patients. Our motto, which is to genuinely care for our patients, reminds us daily about the importance and value of human life.

Last week, however, we received a complaint from our patient's daughter, Ms. Shella, about the unacceptable conduct of our staff towards her father, Mr. Lewitt Shawn, who is being treated for Arthritis for the past five months. The complaints were against both medical aide and the nurse taking care of Mr. Shawn. Since we take patient complaints very seriously, the administration department has decided to issue a detailed supervision plan for both so that no such complaints can arise in the future.

The plan given below [1] takes effect from the first day of January 2008. The medical aide's supervision plan and the nurse's supervision plan will be subject to appraisal at the end of every month starting from the last day of January, 2008. The aides will be required to strictly abide by the ethical codes and company guidelines. In ambiguous situations, the aides are advised to take decisions based on their good judgment or in other cases ask the administration department for help.

\_\_\_\_\_ Medical Aide \_\_\_\_\_

Month: \_\_\_\_\_ Day: \_\_\_\_\_

Date of Visit: 2 / 12 / 20 / 28 Other: \_\_\_\_\_

Time of Visit: 11. 00 AM / 06. 00 PM Other: \_\_\_\_\_

Time of Departure: \_\_\_\_\_

Patient's Condition: Much Better / Better / Same / Worse / Much Worse  
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Patients Activities: \_\_\_\_\_

Aide's Comments about the Patient: \_\_\_\_\_

\_\_\_\_\_

\* In case of deviance from the schedule, the medical aide is required to inform the patient and the administration department

\*\* In case the condition of the patient seems extremely bad, the aide is required to inform the administration immediately

Additional Guidelines for the Aide:

You are required to fill out the above form truthfully and responsibly after each visit to the patient's house

Your purpose with the patient is to keep a check on him, encourage him, and assisting him with daily activities

Too many questions bother the patient, so keep the talking to a minimum  
It is your obligation to attend to the best interest of patients, rather than your own self-interest [2]

You should demonstrate respect for patients and their families and other fellows throughout your lives especially when on duty [2]

\_\_\_\_\_ Nurse \_\_\_\_\_

Month: \_\_\_\_\_ Day: \_\_\_\_\_

Date of Visit: 10 / 22 Other: \_\_\_\_\_

Time of Visit: 11. 00 AM / 06. 00 PM Other: \_\_\_\_\_

Time of Departure: \_\_\_\_\_

Patient's Condition: Much Better / Better / Same / Worse / Much Worse

Patient's Age: \_\_\_\_\_ Patient Treated for: \_\_\_\_\_

Nurse's Comments about the Patient: \_\_\_\_\_

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\* In case of deviance from the schedule, the medical aide is required to inform the patient and the administration department

\* In case the condition of the patient seems extremely bad, the aide is required to inform the administration immediately

Additional Guidelines for the Nurse:

You are required to fill out the above form by writing or ticking the applicable fields truthfully and responsibly after each visit to the patient's house

You are required to maintain a file containing all previous records of the patient and you are also required to review and bring that file on every visit to patient's home

Your purpose with the patient is to monitor his medications

You are accountable to patient about medicines issued

Check with patient if he is comfortable with the current medications and check and ask about any side effects

It is your obligation to attend to the best interest of patients, rather than your own self-interest [2]

You should demonstrate respect for patients and their families and other fellows throughout your lives especially when on duty [2]

You should be available and responsive to your patient's call, and to commit yourself to service within the profession and the community [2]

Works Cited

1. " Ethics in Medicine", University of Washington School of Medicine, Available at , Accessed on December 21, 2007

2. " Supervision Plan: Section One", Board of Examiners in Health

Psychology, Available at , Accessed on December 21, 2007

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