

Managing the challenging patient

RACGP WA



Register online 

Date

Thursday 8 April 2021

Time

6.00 pm

Registration

6.30–8.30 pm

Education session

Venue

RACGP WA College House
34 Harrogate Street
West Leederville

Cost

RACGP Members: \$30

Non members: \$40

Rural members: complimentary
via Zoom

Contact

RACGP WA

Tel 08 9489 9555

Email wa.events@racgp.org.au

Dinner provided

Improve your confidence in managing difficult consultations and challenging patients

Designed specifically for GPs in training, this interactive workshop explores a range of challenging scenarios that you will inevitably encounter at some stage during your career.

Join our experienced presenters as they explore how to effectively communicate with patients; turning the difficult and often confronting consultation into a productive and collaborative one.

Through case-based discussion, you'll develop techniques and strategies to help manage difficult consultations and challenging patients with increased confidence. We'll also explore the associated medico-legal risks and how to protect yourself.

Learning outcomes:

1. Describe the early signs of conflict and develop strategies to de-escalate the situation
2. Formulate a systematic approach to communicating with patients during a challenging consultation
3. Recognise consultations that could potentially have medico-legal outcomes and the importance of documentation

Presenters:

- Dr Tim Chappell – Perth GP, principal supervisor and practice owner at Fulham GP (2020 RACGP WA General Practice of the Year Award recipient) and WAGPET supervisor liaison officer
- Avant Mutual

Working in a rural or remote location? We would love for you to join us online and participate in this interactive workshop. Register now and select the regional/remote option.