

## **EP06.07**

### **How to say No?**

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**Background & Aims:** At the end of this workshop the participants will be able to identify and to carry out, in real practice the communication strategies which could be used with a patient's demanding unnecessary medical interventions.

**Methods and Subjects:** The critical incident technique and small group work will be used as educational methods during the workshop. The participants are expected to be GPs/FDs or any other health care professionals working with patients. The critical incident technique is based on the participant's experience; description of the specific incident, a patient case, that has happened in reality. They will be asked to describe their latest experience with a patient who expressed an inappropriate medical request.

Description will be in written form, and the following questions should be answered: Who was the patient? What intervention did he/she request and why (reasons)? What did you do (precise description of your behaviour) and why? How did you feel? The individual case descriptions will be followed by the work in small groups based on individual presentations of the cases, followed with discussion.

**Results:** Formulation of the most appropriate strategies to communicate with patients expressed unnecessary demands are the expecting results of the small groups work. The discussion of the following questions could be expected: What are the elements of decision making process to assess if a demand is unnecessary and how to decide to accept or reject the patient's demands? What are the elements of the negotiating strategies? Which one is the most appropriate and when? How to deal with own uncomfortable feelings?

**Conclusions:** The workshop is a model of experiential learning. The participants will bring their own experience and share it with the colleagues as well as the emotions always present in such difficult consultation.