



# **Index** MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, INDORE

(Unit of Mayank's Welfare Society)  
(Constituent Unit of Malwanchal University)

**ACCREDITED BY NABH & NABL**



NABL Certificate No. MC-3448  
NABH Certificate No. PEH-2019-0966

IMCHRC/VAC/2024/14

Date – 10 JUNE, 2024

## CIRCULAR

We are pleased to announce that a Value added course on 'DEALING WITH DIFFICULT PATIENTS –APPROACH AND MANAGEMENT has been scheduled on 24 JUNE to 26 JUNE 2024, in the LT-2 of Index Medical College, Hospital & Research Centre, Indore.

It is being organized by the faculty of IMCHRC of Malwanchal University to train the FINAL PROF Medical students to understand about on 'DEALING WITH DIFFICULT PATIENTS –APPROACH AND MANAGEMENT

The course is free for all students. Interested students are requested to register for the course by 15 JUNE 2024 .

For registration contact, DrGouravSaxena, contact – 9425990180

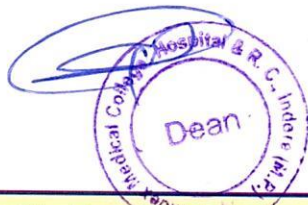
Dr.AmrutaLoya contact- 9623443346

Dean  
IMCHRC, Indore

CC

- The Chairman
- Vice Chairman
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# Malwanchal

## University

Index Medical College, Hospital & Research Centre, Indore



DR. ALINE KISHOR, COORDINATOR, DEPARTMENT OF SURGERY, INDEX MEDICAL COLLEGE & HOSPITAL

### About

The course has been planned to broaden the participant's knowledge on dealing with difficult patients. The course aims to give the perspective on how to deal with difficult cases approach and manage these patients.

**Eligibility:** Final year Medical Students

**Coordinator:** Dr. Gourav Saxena

**Dr. Anurita Loyya**

**Registration fee:** Rs. 0

**Dates:** 24<sup>th</sup> June to 26 June, 2024

**Venue:** LT - 2 - Index Hospital

**Resource Person:** Dr. Anurita Loyya & Dr. Gourav Saxena

A value added course designed to provide insight into the basics of Dealing with difficult patients approach and management in Medical Undergraduates

### Modules

- What do you mean by difficult patients?
- What are the types of difficult patients?
- What will be your approach for difficult patients?
- How to keep yourself calm and focused while dealing with such patients?
- What may be the management protocols?

### Course Outcomes

At the end of the course, the participants will have learnt about

- The use of empathy.
- Skills like non-judgmental listening.
- Establishing a clear framework for the encounter.
- Dismissal: The doctor try to take a direct approach, to speak in clear language that cannot be interpreted differently.
- Use of hypnotic.
- Communication with the patient. Some of the doctors are not put off confronting their patients and feel the confrontation sometimes contributes to better and healthier relations.
- Co-operating with and involving the difficult patient's family in the treatment.



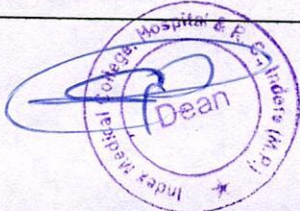
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**Value Added Course**

**Topic :DIFFICULT PATIENT AGE SPECIFIC APPROACH & MANAGEMENT**

**For :Final year MBBS students**

<b>Day -1 : (24/06/2024) Monday</b>		
Dealing with difficult patients approach and management a global issue	9:00 am – 10:00am	Dr.AmrutaLoya
What does it mean?	10:00 am -11:00 am	Dr.AmrutaLoya
Tea	11:00 am – 11:15 am	
Doctor patient relationship	11:15 am – 12:15 pm	Dr Gaurav Yadav
How to deal with difficult patients	12:15 pm – 1:15 pm	Dr GouravSaxena
Lunch	1:15 pm – 2:00 pm	
How to minimise difficult interactions	2:00 pm – 3:00 pm	Dr GouravSaxena
Case studies	3:00 pm – 4:00 pm	Dr GouravSaxena
<b>Day -2 : (25/06/2024) Tuesday</b>		
Factors influencing doctor patient communications	9:00 am – 10:00am	Dr.Amruta Loya
Physicians self care	10:00 am -11:00 am	Dr Gaurav Yadav
Tea	11:00 am – 11:15 am	
Type of difficult patients	11:15 am – 12:15 pm	Dr Gaurav Yadav
Documentation	12:15 pm – 1:15 pm	Dr Gaurav Yadav
Lunch	1:15 pm – 2:00 pm	
Emotions of treating team	2:00 pm – 3:00 pm	Dr GouravSaxena
Assessment of difficult patients- A Flowchart	3:00 pm – 4:00 pm	Dr GouravSaxena
<b>Day -3 : (26/06/2024) Wednesday</b>		
Behavioural management	9:00 am – 10:00am	Dr Gaurav Yadav
Pharmacotherapy	10:00 am -11:00 am	Dr Gaurav Yadav
Tea	11:00 am – 11:15 am	
Counselling	11:15 am – 12:15 pm	Dr GouravSaxena
Feedback and discussion	12:15 pm – 1:15 pm	



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**Report: (DEALING WITH DIFFICULT PATIENT AGE SPECIFIC APPROACH & MANAGEMENT)**

A value added course on DEALING WITH DIFFICULT PATIENT AGE SPECIFIC APPROACH & MANAGEMENT was conducted on 24<sup>th</sup> JUNE to 26 JUNE, 2024, in LT - 2 of Index Medical College, Hospital and Research Centre, Indore. This course was conducted for 18 hours, where each session was conducted for 6 hours. The total number of participants attending the course was 80.

The course was conducted for Final year medical students to learn and prepare themselves to effectively collaborate with colleagues with different experience levels or opinions and get to learn about dealing with difficult patients approach and management.

The speakers of the course were Dr. Gaurav Yadav, Assistant Professor, Department of General Surgery, Index Medical College and Research Centre and Dr. Gourav Saxena, Associate Professor, Department of General Surgery, Index Medical College and Research Centre. & Dr. Amruta Loya, Assistant Professor, Department of Paediatrics

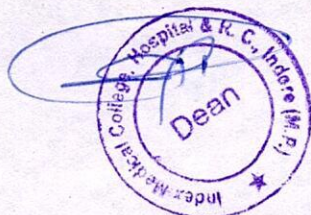
The course was conducted for three sessions; each session was conducted for six hours.

The modules for this course were as follow:

- What do you mean by difficult patients?
- What are the type of difficult patients?
- What will be your approach for difficult patients?
- How to keep yourself calm and focused while dealing with such patients?
- What may be the management protocols?

Dealing with difficult patients is very challenging for both patient's relative and medical team.

Patient's care should be done on continuous monitoring basis irrespective of the age, sex, social and economic status. Dealing such patients confidentially and if needed in private or semi private rooms to avoid its consequences on the other patients. Sometime patients are in very stressful conditions.



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Thus, it becomes important for medical professionals to learn and know about how to deal with difficult patients, how to approach them and how to manage these patients.

The various types of difficult patients were also discussed like angry patients, patient in pain (actual and hysteric), complex co-morbid patients, self destructive patients, patients with medically unexplained symptoms, dependent patients, geriatric patients, hyper worried patients, patients with false knowledge, poor economic, patients having poor family relations.

Health care system factors include productivity pressures, changes in health care financing, fragmentation of visits, and the availability of outside information sources that challenge the physician's authority. Patients should be assessed carefully for untreated psychopathology. Physicians should seek professional care or support from peers. Specific communication techniques and greater patient involvement in the process of care may enhance the relationship.

Being aware of factors that contribute to difficult clinical encounters and being prepared to address them will go a long way toward preventing them. But don't underestimate the positive difference that good interpersonal communication skills can make in these situations and other, more typical encounters as well.

It was explained that the diagnosis of disorders is made by symptoms, triggers, and a person's personal and family histories. There are no objective biomarkers or laboratory tests that can diagnose difficult patients. Therefore, it is important for a medical professional to evaluate a person for other medical and mental causes for prolonged anger, depression, overthinking, negativity towards prognosis, disbelieving in relatives and doctors etc because treatments will vary considerably.

How the support worker communicates with their patient will play an important role in relaying any fears or anxiety that the patient might have. Always acting in a supportive manner and in a friendly, open and professional way will encourage and support the patients in communicating their wishes, feelings, worries and needs better.

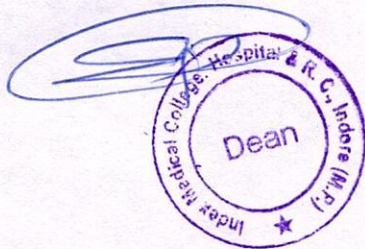
At the end of this course, the participants learned skills about:

- The use of empathy.



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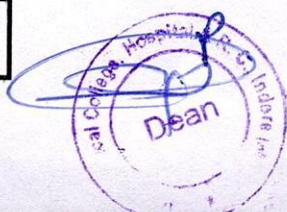
- Skills like non-judgemental listening.
- Establishing a clear framework for the encounter.
- Directness. The doctors try to take a direct approach, to speak in clear language that cannot be interpreted differently.
- Use of humour.
- Confrontation with the patient. Some of the doctors are not put off confronting their patients and feel that confrontation sometimes contributes to better and healthier relations.
- Co-operating with and involving the difficult patient's family in the treatment.



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ATTENDANCE SHEET (DEALING WITH DIFFICULT PATIENT AGE SPECIFIC APPROACH & MANAGEMENT)

S.NO	NAME	24-06-2024	25-06-2024	26-06-2024
1	MAHESH SURANA	✓	✓	✓
2	MOHIT PATIDAR	✓	✓	✓
3	AADI MISHRA	✓	✓	✓
4	AVADHI CHOUHAN	✓	✓	✓
5	KIRTI SHARMA	✓	✓	✓
6	DURGESH HADA	✓	✓	✓
	MOHD SHADAB	✓	✓	✓
7	KHAN	✓	✓	✓
8	AKANSHA DAWAR	✓	✓	✓
9	KAJAL ASKEY	✓	✓	✓
	MUSKAN	✓	✓	✓
10	UCHCHAWARE	✓	✓	✓
11	SACHIN TIWARI	✓	✓	✓
12	PRIYANKA PRAJAPATI	✓	✓	✓
13	SONAM WARKADE	✓	✓	✓
14	NIKESH	✓	✓	✓
15	HRITIK RATHORE	✓	✓	✓
16	ADITYA CHOUDHARY	✓	✓	✓
17	ABHINAV SIKARWAR	✓	✓	✓
18	ARTI MAHAWAR	✓	✓	✓
19	SHRUTI RAI	✓	✓	✓
20	SHANTANU MISHRA	✓	✓	✓
21	KANISHKA BAJAJ	✓	✓	✓
22	GOLU VARMA	✓	✓	✓
23	OMPRAKASH PATEL	✓	✓	✓
24	DIVYA MAHULE	✓	✓	✓
25	GAURI GARG	✓	✓	✓
26	ROHAN PATIDAR	✓	✓	✓
	SUHANI	✓	✓	✓
27	RAGHUWANSHI	✓	✓	✓
28	SANDEEP KATARE	✓	✓	✓
29	ANUROOP	✓	✓	✓
30	ANUSH MITTAL	✓	✓	✓
31	NIDHI BARAIYA	✓	✓	✓
32	VINOD GAUD	✓	✓	✓
33	RAJESH LOVEVANSHI	✓	✓	✓
34	SAKSHI JOSHI	✓	✓	✓
	GUNJEET KUMAR	✓	✓	✓
35	DEHARIYA	✓	✓	✓
	PRIYANKA SINGH	✓	✓	✓
36	SUMAN	✓	✓	✓



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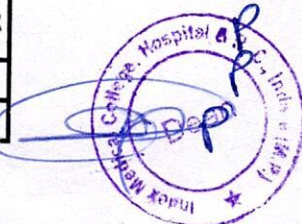
*Dr. Anwar Jinnah*  
 26/06/24

24/06/24

25/6/24

28/6/24

- 37 MANISH KARODA
- 38 NARENDRA PATEL  
RAJVARDHAN
- 39 MALVIYA
- 40 HIMANSHU GUPTA
- 41 SAMIKSHA AGRAWAL
- 42 ANITA SHARMA
- 43 SUNIL RAWAT
- 44 MAHAK PODDAR
- 45 HOSHANK VERMA
- 46 VIKAS SABNANI
- 47 SNEHA SINGH
- 48 SUSMITA MARKAM
- 49 PRIYANSHI
- 50 VARDHAMAN JAIN
- 51 KANISHK SINGH  
SHRIYA  
NANDKISHORE
- 52 DODANI  
ASHISH KUMAR
- 53 SAHU
- 54 AASHAY JAIN  
VANSH KUMAR
- 55 MEENA
- 56 PRIYA VAISH
- 57 HIMANSHI PATLE
- 58 ADITYA MEENA
- 59 EKHLAKH DANISH
- 60 VAIBHAV TOMAR
- 61 MUKUL KATIYA
- 62 ISHANK PALI
- 63 SAKINA LOHAWALA
- 64 RITIKA BAGUL
- 65 PANKAJ KUMAR
- 66 MRINAL JAIN
- 67 SOURABH SHUKLA
- 68 SHUBHI AGRAWAL
- 69 ANJALI JAIN
- 70 AYUSHI SARAOGI
- 71 VINOD BAGHEL
- 72 KANAK TOMAR
- 73 RICHA SINGH TOMAR
- 74 SARITA
- 75 NEHA CHOUDHARY



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*Dr. Anuson Jaiswal*  
25/06/24



	VISHITA VISHAL
76	NAKU
77	AKANKSHA GUPTA
78	SHAILY SHRIVASTAV
79	AAKRITI SINGH
80	HARSH BHADORIYA

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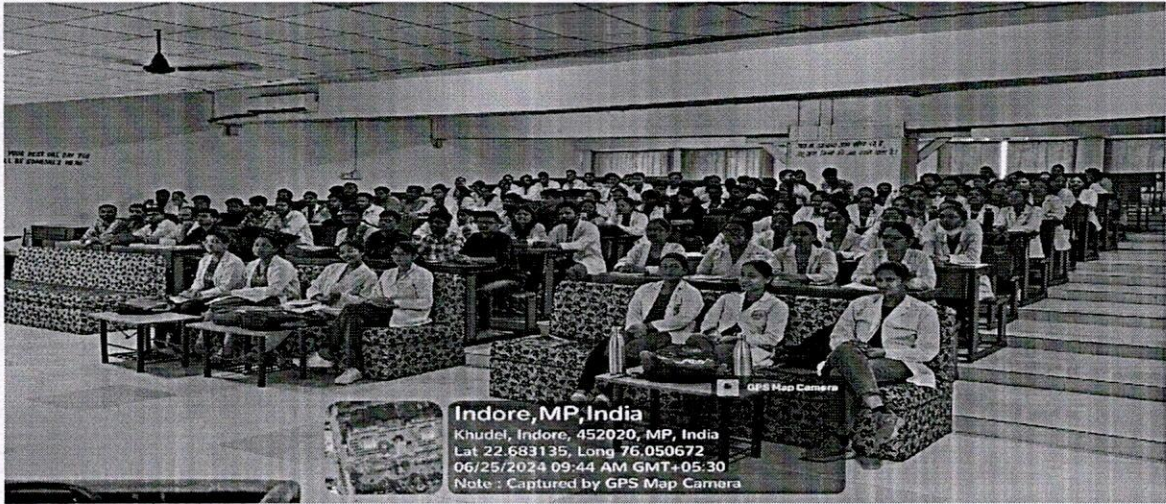
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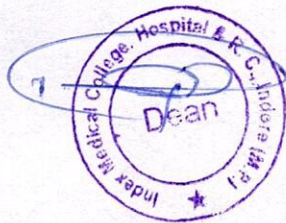
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VAC on Dealing with Difficult Patients  
– Approach and Management



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