Pathways to Safety Tasmania Online Workshop

Case Study

(non-clinical staff)

A couple (man and women) with a young child enter your waiting room…

- The man comes to the desk to register the woman who is new patient to the practice.
- The woman and child sit down quietly.
- After registering the patient, the man goes to them and sits down.
- You take a phone call.
- In the background you hear the child crying.
- When you get off the phone you look closely at the family. The man's face looks aggressive as he speaks to the patient. You can't hear what he is saying but she looks anxious.

What will you do?