

# Boundary Setting

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# Objectives

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UNDERSTAND BOUNDARIES AS  
THEY RELATE TO PHYSICIANS




LEARN WAYS TO IMPROVE  
BOUNDARIES



BE ABLE TO END A PATIENT  
VISIT MORE SUCCESSFULLY



How to maintain boundaries with patients 

[Google Search](#) [I'm Feeling Lucky](#)

[#YouTubeRewind](#): It's time to celebrate the videos, people and music that defined 2017

Boundaries are  
needed with  
patients, with staff,  
with our bosses,  
and even at home.



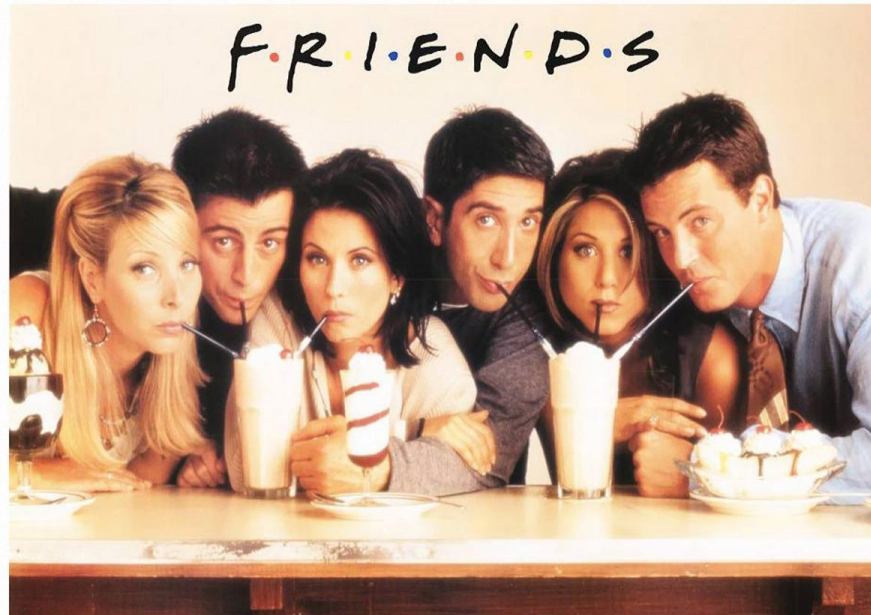
*“Remind me again—what do I usually promise  
you so you’ll take on extra work?”*

In medicine, we are  
used to delayed  
gratification, but  
our patients are  
often given a  
different message



*“First, do no harm. After that, go nuts.”*

# Friends vs. Friend-Ly



# Have You Ever...

Things that happen when we don't have good boundaries:

Saying no when you mean yes or yes when you mean no.

Feeling guilty when you do say no.

Acting against your integrity or values in order to please.

Giving too much just to be perceived as useful.

Becoming overly involved in someone's problems or difficulties

# Scenario 1

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**Patient:** “You look great in that color doc, I really like it on you”

- **A1:** Thanks, you know my wife is the one that buys everything and normally I wouldn't wear pink but she liked it so here I am.
- **A2:** I appreciate that. It's good to see you again, how can I help today?
- **A3:** You know what, you're the only one who's noticed, this is my favorite shirt! Thanks and how can I help you today?



# Scenario 2

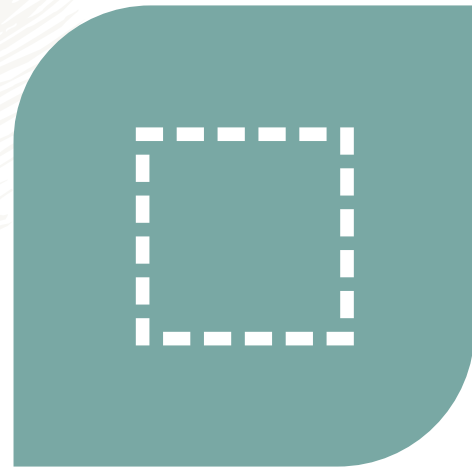
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**Patient's Parent:** You look young to be taking care of my kids. Do you have kids yourself?

- **A1:** I graduated from KP medical school while volunteering at UCLA and Univ of Hawaii simultaneously. I'm equipped.
- **A2:** I do. Let's get back to why you're here.
- **A3:** I do, and they sure keep me busy. So tell me why you're here today.
- **A4:** I do, and it's been really stressful lately. Teens are tough for everyone, you're not the only one.
- **A5:** I think you might be wondering if I'm able to understand you as a parent.

# Approaching patients with clarity

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I CAN...



I WISH...





# Closing the visit

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- Anything else on your mind VS
  - Any questions about what we talked about today?
- Today was a roadmap, it's one step at a time. The MA/Nurse can help you with...
- Patient-focused: When patients walk away from your clinic, they feel better about the visit if you close appropriately

Boundaries are  
equally important  
for you and for  
your patient.





# Energy

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- Show of Hands
  - Do you have more energy for your first patient or your last?
  - Do you get called by your first name at work? Is it something that bothers you?