TAKE 5 TAKEAWAYS
PATIENT BIAS ENCOUNTERS
How to Support the Learner

Below are five things you can do, as an educator, to support the learner and maintain a positive learning environment when a patient displays bias comments or behaviors.

1. TAKE A DEEP BREATH
   - Address offensive behaviors in the moment
   - Speak up – doing so relays that the behavior is not ok
   - It is your responsibility to make sure no one feels threatened

2. DON'T MAKE ASSUMPTIONS
   - Mistakes happen to everyone
   - Remind yourself that the person may not have meant to be offensive
   - Approach the patient with care and compassion

3. EXPLORE PATIENT BELIEFS
   - Ask the patient to repeat what they said
   - Clarify what the patient meant
   - Approach the patient with care and compassion

4. SET THE EXPECTATION
   - Mayo Clinic’s core values are always enforced
   - Verbally share your support of the learner in front of the patient
   - Ask the patient to avoid making insensitive remarks

5. REPORT THE INCIDENT
   - Familiarize yourself with the patient and visitor conduct policy
   - Use the Patient Accommodation and Misconduct form to report an incident
   - Report the incident to leadership if additional action is needed

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