

Difficult Patient Post Exam

1. Which of the following is true of countertransference?
 - a. It is the negative reaction that a patient arouses in a paramedic.
 - b. It is the negative reaction that a paramedic arouses in the patient.
 - c. It rarely comes into play when interacting with the difficult patient.
 - d. The patient's attitude, dress, presenting complaint, or behavior having no bearing.
 - e. One is envious of other or believes that others are envious of them.

2. Which of the following statements is representative of borderline personality disorder?
 - a. It begins late in life.
 - b. Patients are deceitful to the point of lying.
 - c. Pattern of instability of interpersonal relationship.
 - d. Patients are reluctant to confide in others for fear it will be used against them
 - e. Patients will lack impulsiveness.

3. Which of the following is representative of antisocial personality?
 - a. Although patients are reckless, they will conform to social norms and avoid trouble with the law
 - b. Patients are unrealistically preoccupied with fears of abandonment
 - c. The diagnosis can be made in a person younger than 15.
 - d. It is a pattern of disregard for and violation of the rights of others
 - e. It is characterized by recurrent suicidal behavior.

4. Which of the following is true?
- a. Patient satisfaction correlates with the sense that the paramedic listened to them and understood their request.
 - b. Paramedics do not potentiate problems when the refuse or are unable to deviate from their own medical agenda.
 - c. The pre-hospital field does not contribute to the challenge of dealing with the difficult patient
 - d. Paramedics spend a significant amount of time educating patients about their illness.
 - e. Patients file malpractice lawsuits against paramedics they like.
5. Which of the following statements is most true of malingering?
- a. It is a mental disorder
 - b. It is an easy diagnosis to make
 - c. It is intentional
 - d. It is unrelated to external incentives
 - e. All the above
6. Strategies for dealing with the difficult patient include which of the following?
- a. Be supportive
 - b. Point out impasses, but agree to disagree.
 - c. Structure the interview
 - d. Understand the patient's agenda
 - e. All the above