
Tips To Prevent Hospital Violence

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A lot has been said about prevention of violence against doctors and hospitals. In 2018 there was also an act passed to prevent violence against doctors but the Act only comes into picture when the damage has been done. In this article we would like to look into things that can be done to prevent violence in hospitals in the first place.

- **Keep Relatives informed.**

Always keep the patient's relatives informed of the progress of the patient. At every step explain to them the course of treatment that you are following for the patient. The information transfer has to be even more frequent if the patient is critical.

- **For a Critical patient always call a specialist**

If the patient is critical always call a Specialist for a second opinion. A fellow colleague who will explain the situation will help to tame the relatives' anger.

- **Form a committee of doctors around your hospital.**

Doctors can and should support other doctors. It is always advisable to go help fellow doctors to prevent violence as you might need them to reciprocate the same favor some day. If there are any aggressive relatives, multiple doctors explaining the situation can calm them down.

- **Do not let too many relatives in the hospital.**

If you are explaining the treatment/or delivering bad news to the patient/relatives do not call too many relatives. Identify a selected few (who can act as their leader) and explain to them. It is easier to convince 2 or maximum 3 people than to talk to a whole mob.

- **Keep the Relatives aware of the bill estimate.**

At every step of the treatment call the Relatives and give them an estimate of the expenses. Variability in the estimate is expected but do not be too far off for the same. If the patient passes away do not charge for the death related formalities.

- **Have your staff around when you are delivering bad news.**

Keep your staff around if you are going to deal with problematic relatives. They need not be part of the conversation but should be around to protect you in case of any violence.

- **In case of death in hospital insist for a Postmortem**

If there is a death in the hospital due to any reason, always suggest for a postmortem of the patient. If the relatives refuse, get a consent signed from them, saying "they

(relatives) are satisfied with the efforts the hospital has taken and are convinced of the cause of death"

- **Keep good relations with Police around your hospital.**

It is always advisable to have good relations with the nearest police station. Both professions do need each other at some time or other. Always keep the police informed of the events that are happening in the hospital if a high profile patient is admitted in the hospital. If you are very sure that the patient's relatives are going to cause a nuisance it is advisable to call the police in advance.

- **Set up security cameras and an emergency hooter.**

Security camera or CCTV is a good reminder to the patient/relative that they are being watched for their actions. Also it can act as evidence against the patient/relative in case of any misconduct.

- **Keep the watchman patrolling.**

Even if it is not needed a patrolling watchman can act as a warning to the relative to maintain decorum of the hospital. Normally if you have bouncers it helps a lot more. Emergency hooters help the staff to gather at a point to prevent violence, if any, in the hospital.

- **Display Signage.**

Signage helps to make patients aware. Just displaying signage like "***Violence in Hospital is a punishable offence***" acts as a deterrent for the patients relatives. Displaying Patient's rights and responsibilities is also a good way to educate the patients.

- **Be sympathetic if the patient has passed away.**

If a patient has passed away, be sympathetic towards the family. Outrage due to deaths is very common in hospitals. Again, call a selected few relatives and deliver the news to them. Call police in case of high profile patients.