

be Still

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The Power of Conflict—A Clinical Example

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A new patient, a 5-year-old boy, and his mother walk into a pediatrician's office to establish care. The patient has not previously received any vaccinations since the parents believe that vaccinations can cause autism and developmental delays, and they have not had access to transportation for well child visits. The patient's mother states she does not wish to get her child vaccinated. The mother is here with her child because she wishes to enroll her son in kindergarten next year and needs a physical.

The pediatrician looks at the mother and begins to list the number of reasons a child must be vaccinated, and the mother gets angry and begins to raise her voice. The pediatrician calmly continues and explains that in order for her child to receive the best care, they must be able to have hard conversations, even if she does not believe everything that is being said.

The pediatrician begins to tell a story about a previous patient who did not get vaccinated and died of sepsis due to a buccal cellulitis infection that could have been prevented with appropriate vaccination. The power of conflict is looking out for the best interest in her child, even when the mother was not particularly interested in hearing what the physician had to say.

The child did not know what was best for the future of his health, and his mother's beliefs about vaccinations could have led to a life-threatening condition for her child, had he been exposed to a dangerous virus. After the conversation, the mother saw the physician's point of view and thanked him for giving her the full knowledge on how to best protect her child and give him the best access to a successful and healthy future.

THE POWER OF CONFLICT—A CLINICAL EXAMPLE

BY MARA SEAT

"A clinical experience with a hard conversation about the importance of vaccination. Tough conversations are often the most important."

Mara Seat is a third-year medical student at KPCOM studying to become a pediatrician.

ABOUT THE AUTHOR