

## Navigating Stressful Interactions with Patients and Other Providers

May 24, 2023

The Practising Well Community of Practice (CoP) is an intentional conversation for shared learning hosted by the OCFP in collaboration with the U of T DFCM. The CoP is one component of the **OCFP's Practising Well program**. You can reach us by email at [practisingwell@ocfp.on.ca](mailto:practisingwell@ocfp.on.ca).

Practising Well is designed to support you in providing the best care possible for your patients with their **mental health, substance use disorders and chronic pain**.

### General Resources

- Practising Well - <https://www.ontariofamilyphysicians.ca/education-practice-supports/practising-well>
- Peer Connect (mentorship program) - <https://www.ontariofamilyphysicians.ca/education-practice-supports/practising-well/peer-connect>
- Ontario College of Family Physicians - <https://www.ontariofamilyphysicians.ca/>

Resource	Type	Link
<b>Heart Sink Patient Encounters by Dr. Joan Chan</b>	Podcast	<a href="https://www.joanchanmd.com/podcast/heartsink-patient-encounters">https://www.joanchanmd.com/podcast/heartsink-patient-encounters</a>
<b>Boundaries by Dr. Joan Chan</b>	Podcast	<a href="https://www.joanchanmd.com/podcast/impatience-7kekr">https://www.joanchanmd.com/podcast/impatience-7kekr</a>
<b>Fear of Lawsuits &amp; Patient Complaints by Dr. Joan Chan</b>	Podcast	<a href="https://www.joanchanmd.com/podcast/impatience-7kekr-9dw3h-77kwy">https://www.joanchanmd.com/podcast/impatience-7kekr-9dw3h-77kwy</a>
<b>Sample Patient Rights and Responsibilities – Old Quebec Street Unit 208, Family Medicine Clinic</b>	Resources	<a href="http://oldquebec208.com/patients-rights-and-responsibilities">http://oldquebec208.com/patients-rights-and-responsibilities</a>