



## Patient Objections to Caregivers Create Difficult Situations, Healthcare Risk Management Magazine, quotes attorney Talya Van Embden, 8-1-2023

Healthcare Risk Management - 08-01-23 - Patient Objections to Caregivers Create Difficult Situations - Van Embden

Organizational policies and guidelines are necessary for these situations says Talya Van Embden, J.D. an attorney with Kaufman Dolowich in Fort Lauderdale, Florida. "Healthcare organizations should ensure a zero-tolerance policy for discrimination that works to educate its employees as to what a zero-tolerance policy means within the constraints of the duty to provide care"... "Patient reassignment requests based on bigotry pose an ethical dilemma for healthcare entities that does not lead to black-and-white solutions. When faced with such a demand, healthcare entities should understand that federal law requires employers to protect employees from discrimination regardless of the source — including customers, patients, visitors, or even vendors."