

HK MS2 DIFFICULT CLINICAL ENCOUNTERS FACULTY GUIDELINES

- **Describe your most emotionally difficult patient encounter or case. What made it so challenging? How did you try to manage these challenges?**
- **Describe a clinical scenario in which you failed to live compassion/empathy to the degree that you would have liked. What would you try to do differently if you could go back and repeat this clinical encounter.**
- **Have you ever had to apologize to a patient? What were your concerns/worries prior to making this apology? How did it go? Were you surprised by the patient's reaction to the apology? If you would to do this again, would you change anything in terms of your approach?**