

Negotiation

Scenario: Rob and Karly are working on a private ambulance when they receive a call for an 80-year-old female complaining of chest pain. Upon arrival, they find the patient in obvious respiratory distress with a complaint of crushing chest pain. The patient tells them that she has a prior cardiac history. Her vitals are unstable. As they prepare the patient for immediate transport, she tells them that she will not go to the hospital without her papillon puppy, Mixy. Their company has a strict policy that no animals are allowed in the ambulance.

Points of view to consider

- Rob, an EMT
 - Karly, a paramedic
 - The unstable patient
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Key questions

- How can Rob and Karly negotiate with the patient while having a no-animal policy?
- Who can they call to watch after the puppy?
- What other resources could they use to help negotiate with the patient?
- Should Rob and Karly break company policy and transport the puppy with the patient?