**Difficult Encounters with Patients: How Do We Get Into Them and What Can We Get Out of Them**

**Date:** November 21, 2019  
**Time:**  
Buffet Dinner:  1800  
Presentation:  1830-1930  
**Location:** Galen and Nancy Dreibelbis Auditorium, Ground floor, Mount Nittany Medical Center

**PRESENTER:** Phillip Phelps, LCSW, BCD

**OBJECTIVES:**  
At the completion of this program the participants should be able to:

- Identify encounters that are challenging and/or difficult
- Review the literature on factors associated with difficult patient encounters
- Be exposed to a model for managing challenging encounters
- Be introduced to strategies designed to enhance the ability to cope with difficult encounters

**REGISTRATION AND FEE:** Advanced registration is required. Single activity cost: Physician/PA/CRNP - $25; RN/LPN/Other - $15; Student/CVIM staff - $0. Please contact Education Department to register at 814.231.7174 or education@mountnittany.org. Registration form on back.

**AUDIENCE:** This program is designed for Physicians, Physician Assistant’s, Certified Registered Nurse Practitioners, Nurses, Medical and Nursing Students who are involved in patient care. Interested community members are also welcomed to attend.
REGISTRATION FORM
Difficult Encounters with Patients: How Do We Get Into Them and What Can We Get Out of Them
November 21, 2019

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<tr>
<th>Select type of registration:</th>
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<td>□ Student  □ CVIM Staff</td>
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Name

Email Address

Address

Medical Specialty

Do you have any food allergies? If so, please list:

Select method of payment:

□ Check - Made Payable to, “MNMC CME PROGRAM”

□ Credit or Debit Card-call Education at 814.231.7174

Send completed registration form and payment to the Education Department, Mount Nittany Medical Center, 1800 East Park Ave., State College, PA 16803

Updated: 10/09/2019