



YOUR PRACTICE

The Patients Your Practice Doesn't Need

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As someone who has been enjoying Kiplinger's free financial e-newsletters for decades, I was surprised to see a very different article link at the end of Kiplinger's *Special Report on Building Wealth*. The article is featured in the [small-business category](#) of its website and is written by an attorney.¹ Titled, "6 Troublemaking Clients Chiropractors and Lawyers Should Refuse to Take," the article takes a hard look at patients you may want to avoid.²

While the six types of troublemaking patients noted in the article are important to consider, what also makes this article even more interesting is the inclusion of advice on chiropractic practice in the section. Not sure if Kiplinger has an abundance of chiropractic readers or if the author has a close relationship with doctors of chiropractic, but the result is yet another example of chiropractic being included in every aspect of life, this time in small businesses.



Everyone in business for even a short period has experienced a customer they needed to "fire." They ask for more than you offer, complain about everything you try to do for them and ultimately pay you less than what it cost, given the additional time and headaches. This list may help you and your staff have a happier 2022. So [here it is](#), according to an attorney writing for Kiplinger - the list of patients you may want to say, "Thanks for coming to see me, but I don't think that my office will be able to help you.":

- *The Know-It-All* thinks they know more than you do and will constantly second guess or even argue with you.
- *The Grouch* complains about everything you and your staff try to do for them. Your staff will probably be the first ones to identify them.
- *The Split Personality* treats your staff like dirt while being extra polite to you. Again, listen to your staff.
- *The Doctor Hopper* is hard to please, never satisfied and always ready to move on.
- *The Person Who Gives Me a Bad Feeling*. Trust your gut or that of your staff. It's surprising how often your gut senses what your brain can't put a finger on.
- *The Wandering Thief* will complain about your care, threaten to sue you and not pay their bills. This is something they have done before and the routine is well-rehearsed.

Finally, the author presents a quote from Lyle Sussman, the former chairman and professor of management, College of Business, University of Louisville: "Say no if there is a disconnect - differing expectations - between what the person thinks you will provide and what you know you can deliver."

Food for thought as you begin the new year. Wishing you and your team a happy, healthy and prosperous 2022!

References

1. Kiplinger Small Business: www.kiplinger.com/business/small-business.
 2. Beaver HD. "6 Troublemaking Clients Chiropractors and Lawyers Should Refuse to Take." Kiplinger, Sept. 7, 2021.
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