

an agreed timeframe; if not, a new time must be negotiated.

Consequential Responsibilities

In a television medical drama episode I watched, an operating room scene showed a female doctor dancing to a reggae tune while operating on a patient and unknowingly sewing the patient up with a surgical metal clip still in the patient's chest. The consequence responsibility involves the safety of the client from harm, both physical and financial, after receiving the service. Oftentimes one is praised for a service well done and the best product ever provided, but there are also times when one is remorseful because a service did not produce what it was intended to or a product did not live up to expectations. In such cases, one expects liabilities for the service or product, and the professional must accept those consequential responsibilities.

Product Responsibilities

If the contract between the provider and the client involves a product, the provider has the responsibility to deliver the product agreed upon on time, in good shape and of quality, and to provide documentation for the safe use of the product. There is remorse on the part of the doctor and anger on the part of the patient's family, all because one person did not fulfill her responsibilities. Remorse and anger are aftereffects of an action gone wrong, in this case a professional service. We say more about liabilities in Chaps