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5. Independent dispute resolution in practice
6. Responding to the initial formulation of trouble; 7. Explanation of the service as independent; 8. Launching institutionally relevant actions; 9. Acknowledging emotional displays; 10. Affiliation prior to call closing; 11. Discussion; References; "Don't tell him just help him": Restricted interactional activity during a classroom writing lesson; 1. Introduction; 2. The data; 3. Analysis; 4. Discussion; 5. Conclusion; References; "I'll suggest that to your doctor": Managing interactional restrictions to treatment provision in se; 1. Introduction
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6. Disaffiliating with a resident's complaint

Sommario/riassunto

Previous studies of clinical settings show that patients exhibit an orientation towards an institutional restriction against them proposing treatment solutions for their medical condition. In this paper we demonstrate how that restriction is relaxed in a particular clinical setting, that of audiology. Focusing on video-recorded interactions in a Danish audiology clinic, we show how patients freely offer suggestions for their own treatment, even in cases where a treatment solution has already been provided by the audiologist. We further illustrate how audiologists respond to patients' treatment
