

## Annotation

Baccalaureate work handles about aggressiveness by the patients in prehospital medical care. Features her sources, possibilities in communication with aggressive patient and point on importance psychotherapy in work of rescue worker.

The crux of the work forms questionnaire inquiry conversant experiences of rescue workers in Pardubice and Hradec Králové district with aggressive patients. Questionnaire was bent on theoretic knowledge, personal experience, feelings safety at work and psychical feelings by the rescue workers. Surveyed sample informants was formed by the doctors, nurses, rescue workers and medical drivers working in rescue service.