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RELATE

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EXPLAIN

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ASK

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THANK

Introduce yourself in a welcoming, reassuring way.

- Knock and ask permission to enter the room.
- Smile and make eye contact; use open body language
- Acknowledge others who are with a patient.
- Introduce yourself by name and title and explain your role. Always wear your ID badge.
- Hand off to other staff by using name/ department.

Actively listen to needs and respond in an authentic and empathetic manner.

- Ask how the patient would like to be addressed and use their preferred name.
- Sit down and get at eye level.
- If an appointment, state, "We are expecting you."
- Use empathy statements. "I am sorry to hear you're not feeling well."
- Understand patient's sense of urgency. "We will take care of that right away."
- Be optimistic and confident.

Clarify your role and the situation/ plans as clearly as possible.

- Use understandable language-no acronyms or medical terms. For patients with limited English proficiency, request an interpreter.
- State what will happen next what you will be doing.
- Talk about what the patient can expect, including how long a test/procedure/task will take.
- Update communication boards with the patient's plan of care.

Inquire with open-ended questions to gauge understanding.

- Anticipate concerns and provide answers.
- Avoid yes/no questions. Use questions that require longer responses. "What questions can I answer for you."

Show gratitude for the interaction and wish them well.

- Thank you for choosing BID-Milton.
- Thank you for waiting.
- Thank you for trusting us to care for you.