



Acknowledge the patient and his/her family; greet them with a smile and a welcoming attitude.

Introduce yourself by name and department, what you do, and what your role will be in this patient's case. Politeness is key to professionalism.

Diminish Delays whenever possible and estimate for the patient, family or others the time involved (Duration), whether there will be delays and why. Keep patient/family informed.

Explain why you are there and what you will be doing. Educate patients and families in clear and plain terms. Check for understanding and use different terms to explain if your initial explanation is not understood.

Thank the patient and his/her family for trusting you to work with them or to allow you to complete your task.
Ask, Is there anything else I can do for you?