

B	I	N	G	O
Use an empathy statement ("I see that ... I sense that ... I hear that ... It seems like ...)	Added a new insurance	Completed an estimate	Recognize a coworker for specific actions taken to enhance patient experience	Patient eating while they are waiting to be seen
Cash co-pay	Update patient about wait time	Patient has a birthday in October	Asks "how long is this going to take"	Patient told you about their day
Thank the patient	Used language translation	FREE	Asks for a tissue	New patient to WellSpan
Offer comfort items to waiting patients (water coloring supplies magazines etc.)	Signed up patient on My WellSpan portal	Patient does know their insurance	Manage Up a different department	Patient had Medicare insurance
Introduce yourself by name	Called a provider's office for orders	Patient told you a joke	Worked the work queues	Collected payment for services

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Manage Up a different department	Patient told you a joke	Use an empathy statement ("I see that ... I sense that ... I hear that ... It seems like ...)	Collected payment for services	Signed up patient on My WellSpan portal
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Thank the patient	Collected payment for services	FREE	Signed up patient on My WellSpan portal	Manage Up a different department
Used language translation	Patient told you about their day	Recognize a coworker for specific actions taken to enhance patient experience	Worked the work queues	Completed an estimate
New patient to WellSpan	Added a new insurance	Patient has a birthday in October	Cash co-pay	Introduce yourself by name