

A	I	D	E	T
Thank you for choosing us	Ask the patient about them	Introduce yourself	Smile when talking on the phone	Manage up physical therapy
Good morning Mr/Ms.	Thank the patient for allowing you to care for them	My name is__ and I have been a (job title) for___ years	Explain duration of a procedure/wait time etc.	Thank a patient for coming in
You will be going to radiology and it typically takes 30 mins	Explain the next step	FREE	Manage up yourself	Manage up a coworker
Explained you role	Manage up a different department	Tell the patient they will get great care today	Manage up a physician	Sit while talking to patient
Thank a coworker	Knock on a patient door and ask if you can enter	Introduce yourself	Manage up social work/case manager	Explain the plan

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Manage up yourself	Manage up physical therapy	Explain the next step	Thank a patient for coming in	Explain the plan
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You will be going to radiology and it typically takes 30 mins	Smile when talking on the phone	FREE	Manage up social work/case manager	Good morning Mr/Ms.
Introduce yourself	My name is__ and I have been a (job title) for__ years	Thank a coworker	Explained you role	Sit while talking to patient
Ask the patient about them	Thank you for choosing us	acknowledge someone's feelings	Greet everyone with a smile and hello	Introduce yourself

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Manage up yourself	Good morning Mr/Ms.	Sit while talking to patient	Greet everyone with a smile and hello	Explain duration of a procedure/wait time etc.
Ask the patient about them	acknowledge someone's feelings	Introduce yourself	You will be going to radiology and it typically takes 30 mins	Explained you role
Thank the patient for allowing you to care for them	Thank a coworker	FREE	Manage up a physician	Smile when talking on the phone
Explain the plan	Manage up social work/case manager	Manage up a different department	Manage up a coworker	Explain the next step
Thank a patient for coming in	Manage up physical therapy	Introduce yourself	My name is__ and I have been a (job title) for___ years	Thank you for choosing us