

B	I	N	G	O
explain the test to the patient	Ask "Are you comfortable?"	Acknowledge 5 people in the hallway	Find a new way to manage yourself up.	Thank the patient for letting us take care of them
Manage up social work/care manager	Explain duration of a procedure	Use the phrase "quality of care is a high priority"	Talk to the patient about what they need when they go home	Ask "What is your current pain level"
Tell the patient they will get great care today	Use the phrase "our priority is"	FREE	give wait time for test results	Ask "Would you like me to close your door for your privacy?"
Make eye contact when acknowledging the patient	Ask the patient "What will make today a great day for you?"	Manage up a different department	Use the phrase "For your privacy"	Manage up a physician
Teach the side effect of a medication	Use the phrase "for your safety"	Introduce yourself to a physician	Introduce yourself by name and department when answering the phone	Manage up yourself

B	I	N	G	O
Manage up a different department	Introduce yourself by name and department when answering the phone	Ask "Do you have any questions about your medication?"	Ask a family member if there is anything you can get for them	Sit at the patient's bedside while talking to them
Manage up social work/care manager	Manage up physical therapy	Ask "Would you like me to close your door for your privacy?"	Use the phrase "our priority is"	Thank the patient for letting us take care of them
Make eye contact when acknowledging the patient	Manage up a coworker	FREE	Use the phrase "quality of care is a high priority"	Ask "What is your current pain level"
give wait time for test results	Ask "Are you comfortable?"	Explain duration of a procedure	Give out earplugs/eye mask	Teach the patient about the quiet at night protocol
Use the phrase "For your Comfort"	Tell the patient they will get great care today	Talk to the patient about what they need when they go home	Use the phrase "For your privacy"	Ask the patient "What will make today a great day for you?"

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Teach the side effect of a medication	Manage up social work/care manager	Explain duration of a procedure	Manage up yourself	Ask "Are you comfortable?"
Make eye contact when acknowledging the patient	Acknowledge 5 people in the hallway	Manage up physical therapy	Sit at the patient's bedside while talking to them	explain the test to the patient
Ask "Do you have any questions about your medication?"	slightly overestimate the patient's wait time	FREE	introduce yourself	Explain the routine for the day
Ask "Would you like me to close your door for your privacy?"	Thank the patient for letting us take care of them	Talk to the patient about what they need when they go home	Explain why we hourly round	give wait time for test results
Ask the patient "What will make today a great day for you?"	Ask "What is your current pain level	Tell the patient they will get great care today	Manage up a coworker	Find a new way to manage yourself up.