

B	I	N	G	O
Use the phrase "our priority is"	Acknowledge 5 people in the hall/waiting area	Explain how the patient will receive results	Sit at eye level when talking to a patient when possible	Manage up a provider
Escort the patient to the next department/out of clinic	Thank patients for letting us care for them	Offer a patient a wheelchair	Answer the phone with a smile	Show empathy for patient's situation
Tell the patient they will get great care today	Use the phrase "quality of care is a high priority"	FREE	Ask patient for 2 identifiers	Knock on the patient's door
Manage up a coworker	Teach patients about side effects of medicine/contrast	Manage up a different department	Introduce yourself to the patient/family	Manage yourself up
Introduce yourself to a provider/staff member	Ask patients "Is there anything else I can help you with today"	Open the door for a patient/visitor/family	Use the phrase "for your safety"	Explain all aspects of a procedure

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