

B	I	N	G	O
Use an empathy statement ("I see that ... I sense that ... I hear that ... It seems like ...)	"Close the Gap"	Explain survey process to patient	Round on Reception Area	Manage Up a different department/clinic
Ask "What questions do you have?"	Use HEART in Service Recovery	Manage up physician	Acknowledge 5 people in the hallway	Recognize a coworker for specific actions taken to enhance patient experience
Update patient about wait time	Use the phrase "For your comfort ..."	FREE	Ask "Is there anything else I can do?"	Introduce coworker by name
Introduce yourself by name	Thank the patient	Knock on patient door before entering	Greet a guest by name	Manage up a coworker
Explain the duration of an exam	Ask "What are you most interested in accomplishing in this visit?"	Offer comfort items to waiting patients (water magazines etc.)	Use the phrase "To protect your privacy ..."	Conduct Room and Round

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