

| <b>A</b>                              | <b>I</b>                                            | <b>D</b>                             | <b>E</b>                                                  | <b>T</b>                                           |
|---------------------------------------|-----------------------------------------------------|--------------------------------------|-----------------------------------------------------------|----------------------------------------------------|
| Use the phrase \"for your safety\"    | 4 P's (Potty position pain possessions)             | Explain the plan for the day         | Tell the patient they will get great care today           | Introduce                                          |
| Explain                               | Thank you for choosing FHT                          | Manage up a coworker                 | Announce                                                  | Sit at the patient's bedside while talking to them |
| Thank you                             | Use the phrase our priority is                      | <b>FREE</b>                          | Ask the patient What will make today a great day for you? | Good morning Ms/Mr. We have been expecting you.    |
| Greet everyone with a smile and hello | Thank the patient for allowing you to care for them | I will be back in ____.              | Good morning Mr/Ms. We have been expecting you.           | Knock on a patient door and ask if you can enter   |
| Explain why we hourly visit           | Duration                                            | My name is__ and I am your AUA today | You will be going to radiology and it will take 30 mins   | Explain duration of a procedure                    |

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| Use the phrase our priority is                  | Announce                                                  | Tell the patient they will get great care today | Explain                                         | Manage up a coworker                                |
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| Good morning Mr/Ms. We have been expecting you. | My name is__ and I am your AUA today                      | Use the phrase \"for your safety\"              | Explain duration of a procedure                 | Thank the patient for allowing you to care for them |
| I will be back in ____.                         | Knock on a patient door and ask if you can enter          | Thank you                                       | Thank you for choosing FHT                      | Explain why we hourly visit                         |

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