

B	I	N	G	O
Thank the patient for allowing you to care for them	Acknowledge everyone in the room	Explain the plan for the day	My name is__ and I have been a MA for____ years	Knock on a patient door and ask if you can enter
Explain duration of a procedure	Tell the patient they will get great care today	Manage up a provider	Ask the patient if they need anything else before you go	Manager up another department
Tell the patient our "Promise" to them	Thank them for calling FPC	FREE	End phone call with thank you for choosing FPC	Greet everyone with a smile and hello
Greet everyone with a smile and hello	Teach the side effect of a medication	Introduce yourself to a patient	Explain the side effect of a medication	Manage up a coworker
Explain the plan for their visit	Explain duration of a procedure	Manage up yourself	Thank them for choosing FPC	Explain if provider will be longer than expected

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Explain the plan for the day	Thank them for choosing FPC	Knock on a patient door and ask if you can enter	Explain duration of a procedure	Manager up another department
Greet everyone with a smile and hello	End phone call with thank you for choosing FPC	FREE	Greet everyone with a smile and hello	Acknowledge everyone in the room
Explain the side effect of a medication	Manage up yourself	Thank the patient for allowing you to care for them	Explain if provider will be longer than expected	Teach the side effect of a medication
Introduce yourself to a patient	Manage up a coworker	Tell the patient our "Promise" to them	Tell the patient they will get great care today	Explain the plan for their visit

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