

| <b>A</b>                                           | <b>I</b>                                                    | <b>D</b>                                  | <b>E</b>                                                            | <b>T</b>                                        |
|----------------------------------------------------|-------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|
| Use the phrase<br>"Our goal is"                    | Ask the patient "What will make today a great day for you?" | Greet everyone with a smile and a "Hello" | The lab work we are drawing usually takes a few days to get results | My name is ____ and I am your ____ today        |
| Explain why we visit hourly                        | Use the phrase "For your safety.."                          | Thank you                                 | Explain                                                             | Thank you for choosing VWCH                     |
| Use the phrase "For your privacy.."                | When having an extended conversation sit at eye level       | We Are Vanderbilt Health                  | Explain how long something will take                                | Introduce                                       |
| Knock on the patient door and ask if you can enter | This breathing treatment will take about _____ minutes      | Manage yourself and others up             | If there anything else I can do for you? I have the time.           | Tell the patient they will get great care today |
| I'll be with you in just one moment                | Explain the plan for the day                                | Thank you for allowing me to care for you | You will be going to Radiology and that test takes about 30 minutes | Good morning Mr/Ms. We have been expecting you. |

| <b>A</b>                                                  | <b>I</b>                                                            | <b>D</b>                                                            | <b>E</b>                                        | <b>T</b>                                                    |
|-----------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------|
| When having an extended conversation sit at eye level     | <b>Explain</b>                                                      | The lab work we are drawing usually takes a few days to get results | Explain why we visit hourly                     | Thank you                                                   |
| Greet everyone with a smile and a "Hello"                 | You will be going to Radiology and that test takes about 30 minutes | My name is ____ and I am your ____ today                            | Explain the plan for the day                    | Thank you for choosing VWCH                                 |
| Knock on the patient door and ask if you can enter        | <b>Explain how long something will take</b>                         | <b>We Are Vanderbilt Health</b>                                     | <b>Introduce</b>                                | Ask the patient "What will make today a great day for you?" |
| If there anything else I can do for you? I have the time. | Thank you for allowing me to care for you                           | Use the phrase "Our goal is"                                        | Good morning Mr/Ms. We have been expecting you. | This breathing treatment will take about _____ minutes      |
| <b>Manage yourself and others up</b>                      | Tell the patient they will get great care today                     | Use the phrase "For your privacy.."                                 | Use the phrase "For your safety.."              | I'll be with you in just one moment                         |

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| Explain the plan for the day                          | Thank you for allowing me to care for you                   | Explain                                                             | Tell the patient they will get great care today                     | Explain how long something will take                      |
| Use the phrase "Our goal is"                          | Knock on the patient door and ask if you can enter          | Manage yourself and others up                                       | Use the phrase "For your safety.."                                  | My name is ____ and I am your ____ today                  |
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| When having an extended conversation sit at eye level | Thank you for choosing VWCH                                 | The lab work we are drawing usually takes a few days to get results | You will be going to Radiology and that test takes about 30 minutes | Greet everyone with a smile and a "Hello"                 |
| Introduce                                             | Ask the patient "What will make today a great day for you?" | Thank you                                                           | Explain why we visit hourly                                         | I'll be with you in just one moment                       |