INTRODUCE: Use a greeting. Provide your name, title and department.

CONNECT: Make eye contact and have approachable smile. Be aware of guest’s body language and seriousness in tone of voice. Empathize and apologize. Use appropriate tone and body language.

ASK: Ask or offer to assist with resolving the concern. Ask the patient what their expectations are for a solution and/or offer options for a solution.

RESPOND: Clarify or verify agreement on next steps.

EXIT: Exit courteously by saying thank you, restating your name, and asking if there is any further assistance which can be offered.