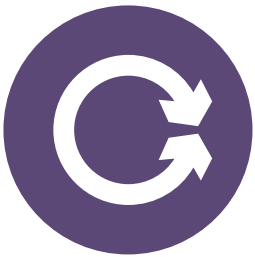


INTRODUCE

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.

