

# Service Expectations and "ALWAYS" Behaviors

## CHECK-IN

### *Service Expectations*

- Acknowledge patients' presence
- Ask how you can help
- Inform patients of anticipated wait time
- Ask if there are other questions

### *Associated "ALWAYS" Behaviors*

- Greet patients with a warm smile and a pleasant tone of voice and thank them for coming
- Establish eye contact
- If unable to greet patients promptly, acknowledge them and let them know you will be with them shortly
- If physician is running late, let patients know how long the wait could be and apologize
- Periodically round the waiting room and keep patients informed of wait times

## CHECK-OUT

### *Service Expectations*

- Acknowledge patients and ask how you can help
- Verify if patients have any questions
- Thank patients for coming to MGH

### *Associated "ALWAYS" Behaviors*

- Ask if patients need any follow-up appointments / tests; explain next steps so they know what to expect
- Ask "Is there anything else I can do for you?"
- If necessary, help patients find their way to their next destination

## HALLWAY

### *Service Expectations*

- Acknowledge patients when in hallway
- Ask patients if you can help
- Provide directions and escort patients to their destination

### *Associated "ALWAYS" Behaviors*

- Make eye contact and smile
- Walk beside patients when escorting them to the exam room rather than in front of them
- Stop and ask patients if they have any questions
- Help patients to get to where they need to go
- Let patients get on the elevator first and hold door open for them

## PHONE INTERACTIONS

### *Service Expectations*

- Use four-part telephone greeting
- Address caller by proper name
- Follow proper hold protocol
- Follow transfer call protocol
- Use two-part telephone closing

### *Associated "ALWAYS" Behaviors*

- Answer phone using a greeting, introduce yourself, your department, and ask how you can help
- Address patient by Miss, Mrs., Ms., Mr.
- Ask for permission before putting caller on hold
- Ask caller for permission to transfer call
- Before ending call, ask "Is there anything else I can do for you?" End call with a thank you
- Use a friendly tone of voice; listen attentively
- Smile – patients can hear your smile

## EXAM ROOM

### *Service Expectation*

- Providers and other clinical professionals entering an exam room will consistently follow a general process for managing patient interactions

### *Associated "ALWAYS" Behaviors*

#### BEGINNING

- Knock before entering
- Introduce yourself and your role
- Apologize for wait, if appropriate

#### MIDDLE

- Explain steps you are taking as part of the exam
- Keep patient updated during each step
- Check for patient comfort / concerns

#### END

- Explain results of exam / procedure
- Explain next steps needed (e.g., tests, follow-up appointment, etc.)
- Check for questions and understanding
- Ask if there is anything else you can do
- Express your thanks for coming to MGH

#### OTHER

- When possible, sit facing patient and make eye contact
- Always speak positively about other members of the team