GREAT® Encounters

**Greet:** Introduce yourself in a welcoming reassuring way.
- Ask permission to enter the room
- Smile and make eye contact, show positive attitude
- Acknowledge others who are with them
- Introduce yourself by name, title and explain your role
- Hand off to others by using name / department

**Relate:** Actively listen for needs and respond in an authentic, empathetic manner.
- Use patient/customer name
- If an appointment, state “we are expecting you”
- Use empathy statements, “I am sorry to hear you are not feeling well”, “That must have been difficult for you”
- Understand patient’s sense of urgency, “We will take care of that right away”
- Use calm tone of voice. Offer comfort by touching arm

**Explain:** Clarify your role and the situation/plans as clearly as possible.
- Use understandable language – no acronyms or medical terms
- What will happen / what am I doing?
- What should they expect (including how long will the test/procedure/task take, any wait time?)
- Why we are doing what we are doing
- How does this fit with the overall plan of care?
- When can they anticipate results?

**Ask:** Inquire with open-ended questions to gauge understanding.
- Anticipate the person’s concerns and provide answers
- Avoid yes/no questions, use questions that require a longer response
  - Tell me about your medications
  - Please explain your test to me
  - Where will you park?

**Thank:** Show gratitude for the interaction and wish them well.
- Thank you for choosing our facility
- Thank you for waiting
- Thank you for trusting us to care for you
- I hope you are feeling better

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Observer Name: _______________________

Edward-Elmhurst HEALTH
Healthy Driven

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