



August 4, 2008

## Taking Care of Our Patients

### Helpful Hints!

As we concentrate on entering orders electronically, it is important to “stay connected” to our patients. Here are some scripting ideas and tips...

- “Mr. Smith, I want you to know that even though I am concentrating on what I am doing on the computer, I am listening carefully to what you are telling me.”
- “To ensure that I get everything put in your chart correctly, I am going to be inputting your information while I work with you.”
- “Mr. Smith, our new electronic health system is going to be an excellent resource for our patients and care providers, however initially it will take us a little more time with the computer while we input your information.”
- “Please know that you are my first priority and if you have any questions, please feel free to ask me.”

Position the computer so you are looking at the patient. Try very hard to never have your back or your side to the patient.

Touching the patient or casual conversation prior to using the computer can help to ease their concerns as well.

You cannot over communicate what you are doing with and/or for the patient. Tell the patient what you are doing and ask them if they have questions.

Again before leaving the room, make sure to have some personal interaction – either touch or casual conversation. When you leave the room always ask “Is there anything else I can do for you?”



Jill O'Dell, Radiology Tech, looks up an order in RadNet, the Radiology application of our electronic health record.

*“I feel the electronic health record is going well and will be even better once everyone becomes more familiar with the system. The system creates the ability to have quicker turnaround time for test results, which is a great thing for the patient”*

Jill O'Dell – FGH Radiology Tech

*Go Live July 2008*