



House Rules for the Quality Patient Experience: *Performance Expectations for Our Practice Team*



These House Rules are based on research on the keys to patient and family satisfaction. These are performance expectations for everyone within our practice.

- 1. Break the ice and the mystique.** Warmly welcome our children and families. Make eye contact and smile; put warmth in your voice; introduce yourself and your role. Find out what people prefer to be called and call them by name often.
- 2. Connect and stay connected. Be present.** Focus your full attention on the person you're with. Move to the person's eye level. Tune in completely. Connect. Maintain eye contact. Make the person your sole –and soul -- focus.
- 3. Inform and explain:** Information is power. Share it. Tell customers exactly what they can expect and what will happen next. Invite questions and check for understanding. Apologize for delays.
- 4. Make patients and families feel secure during handoffs.** Connect them to the next step in the service process. Prepare them fully. Reduce their anxiety. Build confidence in others on the team.
- 5. Anticipate:** You'll often know what people need before they have to ask. Don't wait. Act first. Put children and their families at ease. Offer comforts and options.
- 6. Respond quickly:** When children and families are worried and waiting, every minute is an hour. Keep appointments. Return calls. Apologize for delays.
- 7. Ensure privacy, confidentiality and respect:** Watch what you say and where you say it. Protect rights and dignity. Ask permission. Give choices. Knock. Ask customers what they think, feel and want.
- 8. Help each other and you help a child and family.** Just because it's not your job, it doesn't mean you can't help or find someone who can. Pitch in. Communicate directly with one another. Say thanks. Together, we can create a supportive office culture.
- 9. Take care on the phone.** Our reputation is on the line. Sound pleasant. Listen with understanding. Help.
- 10. Professional image.** We're part of a long, proud medical tradition. We have a public face and a public importance. Look the part.