

**Patient Experience Skill Training Tool:
GREAT Phone Handoffs**



Individuals or small groups work on the scripts and then discuss.

Instructions: Read each conversation. Identify the problems in it and then rewrite the script so that it becomes GREAT. After you are finished, you might want to compare your scripts with the revised scripts included here. There are many possible improvements, not just one right answer.

Conversation 1

(The phone rings.)

Unit Secretary:	"6 East, Ellen"
Dr. Fritz:	"This is Dr. Fritz. My service said you called about Helen Bagley's medications."
Unit Secretary:	"It wasn't me. Who called you?"
Dr. Fritz:	"There was no name, just your number."
Unit Secretary:	Well, Helen Bagley's nurse is on break, so I don't know who can help you. Why don't you call back in a half hour or so?"
Dr. Fritz:	Can't you tell her to call me? This could be important!"
Unit Secretary:	"Everything is important, and I only have two hands, but I'll tell her to call you if she knows anything. What's your number?"
Dr. Fritz:	555-6900, but I need to find out what this is all about and whether she knows anything or not."
Unit Secretary:	"Don't worry; somebody will get back to you."

My Revisions: Conversation 1

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Conversation 2

(The phone rings.)

Mr. Marks:	"Environmental Services"
Mr. Foster:	"I'm calling my sister in 402. Is she back from surgery yet?"
Mr. Marks:	"You've got the wrong number. You'll have to call patient information."

My Revisions: Conversation 2

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Conversation 1: Suggested Revision

Unit Secretary:	"6 East, this is Ellen, How can I help you?"
Dr Fritz:	"This is Dr. Fritz. My service said you called about Helen Bagley's medication."
Unit Secretary:	"I personally didn't call, but I'd be happy to check for you, Dr. Fritz. Would you mind holding for a minute, or would you prefer that I call you back once I've found the person who can help you?"
Dr. Fritz:	"I'll wait."
Unit Secretary:	"Thank you. Just a moment please. [Pause] Dr. Fritz? Thank you for waiting. I can't locate Mrs. Bagley's nurse (that's Margaret Smith) and undoubtedly she's the one who called you. Will you give me a number where I can reach you? I'll call you back as soon as I can contact her, probably within a half hour."
Dr. Fritz:	"Okay, its 555-6900, but make sure she calls me soon. This could be important."
Unit Secretary:	"Yes Dr. Fritz. I'll be sure to have Margaret call you as soon as I can locate her or I'll call you back myself. Thank you for your patience and thank you for calling."

Conversation 2: Suggested Revision

Mr. Marks:	"Good morning, Environmental Services, Manny Marks, may I help you?"
Mr. Foster:	"I'm calling my sister in 402. Is she back from surgery yet?"
Mr. Marks:	"May I have your name please?"
Mr. Foster:	"Brad Foster"
Mr. Marks:	"Mr. Foster, I'm afraid you've reached the wrong department, but I'd be happy to find the right number for you. Would you mind holding?"
Mr. Foster:	"No, thanks!"
Mr. Marks:	"Thank you. One moment please. [Pause] Mr. Foster? Thanks for waiting. I don't know if your sister is back from surgery, but I can ring her room for you. In case no one answers, you might want to take down her direct line. Do you have a pencil?"
Mr. Foster:	"Yes".
Mr. Marks:	"Her phone number is 555-5124. Would you like me to repeat that for you? Please hold while I ring her number for you. And Mr. Foster, I hope all goes well with your sister."
Mr. Foster:	"Thanks."
Mr. Marks:	"My pleasure. Now, just a moment please."