

Top 10 List

For **COMMUNICATION** in the **ED**

First Impression: The Initial Contact

1. Introduce yourself by name and position to patient and family.
2. Address the patient by name
3. Repeat introductions
4. Reinforce introductions of other team members
5. Acknowledge family members
6. Find a family spokesperson to keep informed of status
7. Eye contact, smiling and touch are the major forms of communication
8. Sit down at least once next to patient
9. Ask/Assess about pain and anxiety
10. Listen to patient expectations

Questions or comments? DIGresponse@gmail.com