



## Student Introduction CHECKLIST

### Exemplar:

Good Morning Mr. Smith. My name is Theresa. I am a Student Nurse from the Rock Star School of Nursing. I'm working with your nurse Betsy (I will be working closely with your nurse Betsy) today to take great care of you. I will be here until 7PM tonight. You are my only patient today, and you are my number one priority. Let me know if you need anything. Explain: (I'll be back in one hour to assess you, I can help you order breakfast etc.). Thank you for letting me care for you today. Is there anything I can get for you? I have plenty of time (I have the time).

Another great question is: What is most important to you today? What are you most worried about today?

Take advantage of any opportunity to brag about your nurse or the hospital. Patients are often afraid and the reassurance can decrease their anxiety.

**Practice your introduction to provide clear and consistent communication to patients, families, internal and external customers.  
Excellent communication creates an environment of safety, decreases patient anxiety and improves compliance with the plan of care.**

### ACKNOWLEDGE the patient:

- Smiles, makes eye contact and greet patient in a pleasant manner.

### INTRODUCE yourself:

- States name and role at hospital.
- Highlights skill and expertise of self and other healthcare team members.

### DURATION: Gives the patient a time expectation

- Example: How long will the procedure take, before results are known, before appropriate follow-up? How long before the doctor sees them?
- Keeps the patient informed of the amount of time the process will take.
- Keeps patient informed of time on hold, or time until next contact
- If there is a wait time, gives time expectation of that wait

### EXPLANATION: Explain what you are doing or the plan.

- Keeps patient informed by explaining all tasks, processes and procedures.
- Assists patient to have clear expectations of what will be occurring.
- Asks the patient if any questions and provides clear explanations of response.

### THANK the patient:

- Consistently thanks patients for their time and allowing you to care for them.
- Asks if there is anything else he/she can do for the patient before ending the interaction.

### Ensures non-verbal communication skills.:

- Makes eye contact.
- LISTENS to what the patient is saying; allows for silence; does not interrupt
- Ensures body language is relaxed, open and non-threatening.
- Uses other key words such as **for your safety, care, concern, inform and explain.**