

Bring On The Positivity!

Negative energy can take over fast if we're not paying attention. And once it has a grip on a patient or team member, it is very difficult to turn the situation into a positive experience. We are here not only to provide Excellent care for our patients, but to Astonish and Inspire those around us. Our patient and team interactions are key to providing the highest quality of health care possible. If you ever find yourself frustrated when interacting with a patient or team member, take a step back and recognize your feelings in that moment. Then ask yourself how you can be kind and helpful in this moment. **"Am I being kind?"** is a great way to gauge your level of professionalism, helpfulness and positivity in any given moment.

Below are some examples of things we don't say, and some alternatives that could be used in those moments.

Don't Say: "Well, if you would have only..."

Say Instead: "I can see how that would be frustrating. I'd be happy to take care of that for you. In the future, we can assist you more swiftly if (you contact your pharmacy first, you give me a call to verify, you let us know as soon as there is a change in your insurance, etc.)..."

Don't Say: "I don't handle that..."

Say Instead: "Let me get you over to (Andi's medical assistant, my office manager, our billing department) and they would be happy to take care of that for you."

Don't Say: "I'm not the person to ask."

Say Instead: "That is a great question. Let me get you over to (Andi's medical assistant, my office manager, our billing department) so they can get that answered for you."

Don't Say: "Actually..."

Say Instead: "Thanks for your feedback", "Got it", "I see", "Understandable", "Makes sense"

Don't Say: "Sorry..."

Say Instead: "I apologize – it totally slipped my mind. From now on I will make sure..."

Don't Say: "I haven't had time..." or "I've had like 50 calls to make today..."

Say Instead: "I am definitely going to get that taken care of before the end of the day. Would you like me to give you a call back as soon as it is completed?"

Don't Say: "I don't have time for this right now."

Say Instead: "Absolutely. I am going to finish up with the patients I am with currently, and I will get back to you as soon they are taken care of."

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Don't Say: "What seems to be the problem?"

Say Instead: "How can I help you?" or "I understand you have some concerns about __. Tell me a little bit about what's going on."

Don't Say: "That's not the way we do things around here..."

Say Instead: "Let me tell you a little bit about our processes so we can get you taken care of."

Don't Say: "I have some bad news..." or "Unfortunately..."

Say Instead: "It looks like Dr Klein's next availability is __ I'd be happy find a time that works for you that week or the next."

Don't Say: "She's not in today..."

Say Instead: "Megan will be back in the office on Monday, is there something I can help you with?"

Don't Say: "You are just going to have to..."

Say Instead: "The next step is for us to __. Would you like me to give you a call to let you know as soon as everything is taken care of?"

Don't Say: "Hold Please" or "Hold Just a Second"

Say Instead: "May I place you on hold for a moment?" or "I'd be happy to get you taken care of. I'm just finishing up with a patient, would you mind if I place you on hold for a moment, or would you prefer that I give you a call back as soon as I am finished?"

"This man beside us also has a hard fight with an unfavouring world, with strong temptations, with doubts and fears, with wounds of the past which have skinned over, but which smart when they are touched. Be kind, for every man is fighting a hard battle."

~ Ian MacLaren