Etiquette with Patients Policy

Displaying good manners and being polite are the hallmarks of a professional. When at the front desk, even if you are in the middle of an administrative task, you must look up and acknowledge the presence of anyone who walks into the office. If you are on the phone or with another client, acknowledge them and invite them to have a seat. Once off the phone or finished with the other client, follow the guidelines listed below:

1. When a patient arrives, greet them with “hello”, stating their first name if you know it, and introduce yourself by name.
2. Treat all patients and visitors with respect and equality.
3. Always be courteous and helpful.
4. If there will be a wait, offer them water, ask them to take a seat, and give them an estimated wait time.
5. Recognize that patients may be in pain or experiencing discomfort, and be compassionate towards them, even if they are not in a friendly or cheerful mood.
6. If a patient seems upset, let them know they have been heard and work to assist them. It is important to remain calm and listen. For further assistance, the Office Manager can provide additional support.

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