

MIEC's Loss Prevention series of 6 posters to help physicians better communicate with their Patients.

D E D I C A T I O N T O E X C E L L E N C E



Good communication is the foundation of a positive doctor-patient relationship. It helps build trust between patients, doctors, and medical staff.

TO OUR PATIENTS:
We are committed to doing our best for you!

- We will try to use plain language when we talk to you. We will explain medical terms that may be new to you.
- We will listen to your concerns, even if they include complaints. We will ask questions if we don't understand what you say to us.
- We will invite and welcome your questions.
- We will treat you respectfully.
- We will maintain appropriate eye contact when we are talking with you, unless our tasks prevent us from doing so.
- We will document your care in the chart so the record accurately reflects the "story" of your care and treatment.

IF WE'RE NOT COMMUNICATING WELL, **TELL US!**
 IF YOU HAVE A QUESTION, **ASK US!**

MIEC
Owned by the doctors we protect.

Communication - Good communication is the foundation of a positive doctor-patient relationship. It helps build trust between patients, doctors, and medical staff.

D E D I C A T I O N T O E X C E L L E N C E



Friendly and professional telephone communication shapes callers' impression of this practice and facilitates good communication.

TO OUR PATIENTS:
We are committed to doing our best for you!

- We will answer the telephone within three rings, if at all possible.
- We will speak respectfully, distinctly, and with a smile in our voices.
- We will identify the practice when you call, and who we are.
- We will ask you the nature of your call so we may direct it appropriately.
- If we must put you on hold, we'll do it courteously and not keep you waiting too long.
- Before we transfer your call, we'll tell you to whom we are directing you, and let that person know that you are on the line.
- We'll tell you, if possible, when it is likely that the doctor will return your call, and we may ask you when the best time would be for you.
- We will document your significant telephone messages in your chart as part of the full "story" of your care.

PLEASE INFORM THE OFFICE MANAGER IF YOU HAVE A COMPLAINT ABOUT **OUR TELEPHONE ETIQUETTE**.

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Telephone etiquette - friendly and professional telephone communication shapes callers' impression of this practice and facilitates good communication.

Continued...

D E D I C A T I O N T O E X C E L L E N C E



To ensure that our patients have the best result from their medications, we will prescribe them appropriately, describe how to take them, advise what side-effects are possible, and tell patients when to call the doctor.

TO OUR PATIENTS:

We are committed to doing our best for you!

- We will ask you about other medications you are taking, including over-the-counter drugs and alternative medications, to ensure that we prescribe the correct medications for you.
- We will ask you about your allergies, and the other doctors who treat you. We'll ask you to update the information from time to time, for your safety.
- We will convey your prescriptions clearly to the pharmacy, to ensure that you receive the correct drug, dose, amount, and directions.
- We will monitor your medication use to ensure that you are taking it correctly and that it is helping you.
- We will refill your medications only with the doctor's authorization.
- We will provide written (when possible) and oral information about your medications.
- When we give you a prescription—or a sample medication—we will document the details in your chart, for your safety.

IF YOU HAVE A QUESTION ABOUT—OR A PROBLEM WITH—A MEDICATION, **PLEASE TELL US ABOUT IT IMMEDIATELY**

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Medications - To ensure that our patients have the best result from their medications, we will prescribe them appropriately, describe how to take them, advise what side-effects are possible, and tell patients when to call the doctor.

D E D I C A T I O N T O E X C E L L E N C E



Patients who understand their health issues can help us help them!

TO OUR PATIENTS:

We are committed to doing our best for you!

- We will explain what we are doing and what to expect. (Examples: "This will measure your blood pressure," OR "This might sting a little.")
- We will invite you to ask questions.
- We will tell you what your diagnosis is and what it means.
- We will describe the most reasonable treatment alternatives available to you.
- We will give you written literature, audio tapes, video tapes, and Internet resources on topics that will help you with your care when we have them available.
- We will document carefully in your chart the ways that we try to educate you about your condition and treatment.

IF YOU DON'T UNDERSTAND WHAT WE SAID OR WHAT WE ARE DOING, **PLEASE ASK US!!**

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Patient education - Patients who understand their health issues can help us help them!

Continued...

DEDICATION TO EXCELLENCE



We will work as a team to ensure that our patients are safe from injury in our office.

TO OUR PATIENTS:

We are committed to doing our best for you!

- We are on the look-out for safety hazards and we eliminate them.
- We don't leave you alone for a long time in an exam room.
- We make certain the furniture in our office is sturdy and in good repair.
- We store medications in safe, locked cupboards and monitor expiration dates of medication samples.
- We dispose of biomedical waste and sharp tools according to law.
- We leave countertops free of hazardous items.
- We are familiar with and comply with the required safety guidelines for preventing the transmission of disease.
- We ask you to cooperate with us in supervising your children, who should never be left unattended in an exam room or the reception area.

PLEASE FEEL FREE TO REMIND US TO WASH OUR HANDS BEFORE **WE TREAT YOU.**

MIEC
Owned by the doctors we protect.

Patient safety - We will work as a team to ensure that our patients are safe from injury in our office.

DEDICATION TO EXCELLENCE



We are legally obligated to protect our patients' confidentiality and their privacy.

TO OUR PATIENTS:

We are committed to doing our best for you!

- We will obtain your written authorization before releasing your medical records to anyone other than another of your treating physicians or to you.
- We will leave messages about your medical care in your voice mail **ONLY** with your permission to do so. We will only leave our practice name and telephone number unless you have given us permission to leave more personal information.
- If we send you confidential test results or appointment reminders by mail, we will send them in a sealed envelope.
- We will be careful not to conduct confidential conversations with you if there are other people close enough to overhear us. If being overheard is unavoidable, we will be as discreet as possible and avoid using your full name.
- We will close the doors to treatment areas and do everything possible to protect your privacy.
- We will leave the information we learn about you in the office when we leave the office. We discuss patients only when it is necessary for good care.

SH-H-H-H-H! (WE KNOW YOUR MEDICAL CARE AND TREATMENT ARE PRIVATE)

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Confidentiality - We are legally obligated to protect our patients' confidentiality and their privacy.