## Greetings Self-Check

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| --- | --- | --- | --- | --- |
| When I greet my patients and families, do I… | ALWAYS | MOSTLY | SOME-TIMES | NEVER |
| 1.    Acknowledge their presence right away? |   |   |   |   |
| 2.    Make eye contact and smile? |   |   |   |   |
| 3.    Say ‘hello’ or ‘welcome’? |   |   |   |   |
| 4.    Put warmth and enthusiasm in my voice/handshake? |   |   |   |   |
| 5.    Move to their level? |   |   |   |   |
| 6.    Introduce myself and my role if person doesn’t know me? |   |   |   |   |
| 7.    Address the child first, if present?  |   |   |   |   |
| 8.    Ask the patient’s and companion’s preferred names?  |   |   |   |   |
| 9.    Use their preferred names? |   |   |   |   |
| 10.  Immediately show my interest in them as people, before I focus on their complaint or need? |   |   |   |   |
| 11.  Ask how I can help them? |   |   |   |   |
| 12.  Say what they can expect next? |   |   |   |   |
| 13.  Apologize if they have been kept waiting? |   |   |   |   |
| 14.  Knock before entering exam room? |   |   |   |   |
| 15.  Wear my name badge where others can see it? |   |   |   |   |
| 16.  Hold doors and yield to patients, companions? |   |   |   |   |
| 17.  Greet everyone in public areas, even strangers? |   |   |   |   |
| 18.  Greet coworkers as I pass even if I don’t know them? |   |   |   |   |
| 19.  Greet patients that are not ‘mine’? |   |   |   |   |
| 20.  Answer the phone with a smile in my voice? |   |   |   |   |
| 21.  Answer the phone with a warm greeting? |   |   |   |   |
| 22.  Identify myself and role when I answer the phone? |   |   |   |   |
| 23.  Use my great greeting consistently with my patients? |   |   |   |   |

Source: *Physician Entrepreneurs:* *The Quality Patient Experience* by Wendy Leebov, 2008 ©.