**PROVIDER GOOD-BYE TIPS for the end of the patient visit**

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| * Leave your patient feeling *connected and valued.*
* Leave your patient feeling *clear about what you’ll do and what they’ll do.*
* Leave your patient feeling *finished.*
* Leave your patient feeling *confident.*
* Leave your patient feeling *touched by your warmth*.
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| **GREAT Behaviors** | **GREAT Words** |
| * Smile, make eye contact
* Move to the patient’s level
* Use the patient’s preferred name
* Say closing words that help prepare patient for ending
 | “Okay, Mrs. Hamilton. I think we have a good plan.”  |
| * Say what to expect/do next and why.
 | * “Helen or I will call you with your test results in about three or four days—as soon as we receive your results. I’d like to see you again in two weeks to check on your progress.”
* “If you’ll stop at the front desk on your way out, Suzy will find a convenient appointment time for you.”
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| * Invite last questions or at least “one last question.”
 | “Before you go, Helen, do you have any more questions? I want you to feel confident that you know what to do and why.” |
| * Give thorough explanations to each question.
* Check back frequently for understanding in a way that helps patients feel comfortable to tell you if they do not understand.
 | “Please let me know if I’ve answered your questions. This is complicated and I want to be clear.” |
| * Tell person what to do if they have questions or concerns after they leave.
 | “Please don’t hesitate to call if you have questions or concerns after you leave.” |
| * Address patient and companion by preferred name.
* Make eye contact.
* Put your heart in it.
* Share a good intention/good wishes.
 | “Thanks for coming in. I hope you can get back on the tennis court very soon.”  |

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