



SETTING A STRONG FOUNDATION PATIENT CENTRED INTERACTIONS

With every patient interaction it is critical to build and maintain trust and rapport. This creates a safe place for the patient to interact and ask questions. Two elements that support providers to do this are **Set the Scene** and **Explain Your Role**. Set the Scene refers to what the physical environment looks like and what the interaction feels like for the patient. Explain your Role is about setting up accurate expectations for the consultation, including the role of the provider and the role of the patient.

ACTIVITY #1 - SET THE SCENE

Go into your clinic space and ask yourself if you were a patient coming in for an appointment, how would you experience the environment? How does the current environment either build trust or potentially create barriers for engagement? Share with your team what you have learned.

Things to Consider:

- Location of assessment tools (scales, measuring instruments and diagnostic charts)
- What is on the walls (posters, positive or negative messaging)
- Positioning and type of furniture (Does it support engagement? Would it be comfortable for all patients?)

ACTIVITY #2 - EXPLAIN YOUR ROLE

Using the **HealthChange® Explain your Role** elements below, take five minutes to write out how you would explain your role for different circumstances, such as:

- Appointment type (e.g. care planning or prenatal visit)
- Existing patient meeting with a team member for the first time
- New patient

Read it out loud to at least one colleague and get their feedback on how it sounds and what the impact is. Test this new version with a patient who comes into the clinic this week.

EXPLAIN YOUR ROLE ELEMENTS

- 1 Who you are and how you work using a collaborative approach (i.e. your role and their role)
- 2 What you won't do (address negative or inaccurate expectations)
- 3 What's in it for them (state the benefits and create positive expectations about your service)
- 4 State how long the consultation will take (and ask permission to proceed if relevant)

ACTIVITY #3 - EXPLAIN A TEAM MEMBER'S ROLE

When the patient needs to be referred to another provider (e.g. physician doing a warm hand off to a team member), use the **Explain your Role** elements to help the patient understand and make an informed decision about the referral. This may also increase their motivation to attend the referral and ensure they have accurate expectations. Test this new method of setting up referrals and track to see the impact on client *No Shows* to referrals.

ACTIVITY #4 - SAMPLE SCRIPTING

With a colleague, review and discuss the two sample scripting options in the **Test Box**. Talk about how conversations are different and what the potential impact is on the patient. Based on your discussions, adapt the scripting to your clinic context and have an appropriate team member test the booking of a care planning appointment with the script.

