



MEDICAL ETIQUETTE

10 POINT CHECKLIST

via PatriciaRossi.com

- Ask permission to enter the room; wait for an answer.
- Introduce yourself, showing ID badge.
- Shake hands (wear glove if needed).
- Sit down. Smile if appropriate.
- Briefly explain your role on the team.
- Ask the patient how he or she is feeling about being in the hospital.
- Check-in with the patient within 24 hours of their visit. Use proper manners (Mr/Mrs, "How are you?", etc.), and then ask if they have any questions about their visit.
- Be sure the waiting and patient rooms are clean and well lit. Provide up-to-date reading material, and refreshments if possible.
- Thank the patient for coming in, confirm their contact information is accurate, and their personal information is correct.
- Follow up with the patient within 48 hours, even for a simple thank you!

Reference: *Etiquette-Based Medicine : Michael W. Kahn, MD : N Engl J Med 2008; 358:1988-1989*