

Here are some examples of key words to use when rounding in the reception area:

**Goal: Keep patients informed about delays.** The triage nurse can say:

- “Our goal is to provide you very good care while you are in the emergency department.” *Reassure the patient that it is safe for them to wait.*
- “There is a wait right now, but we will be checking on you about every hour to keep you informed and make sure that you are doing okay. Please let me know immediately if you feel worse, and I will reassess you.” *Manage up the physician.*
- “Is there anything I can do for you right now?”

**Goal: Keep patients informed about delays.** These key words can be used when staff members are conducting reception area rounds:

- “Mr./Mrs. Jones, I’m \_\_\_\_\_ (name), and I am just checking on you to see if you are doing okay. I apologize for the wait. Thank you for your understanding. Is there anything I can get you right now?” *Manage up the physician and offer comfort measures – warm blanket, water, assistance to bathroom.*

**Goal: Provide a positive experience when escorting patient from reception area to treatment area.** Staff can say:

- “Mr./Mrs. Jones?” *Move toward patient to meet/assist him/her.* “Good morning. I’m \_\_\_\_\_ (name), and I will be taking you to your room so that you can see the physician now.” *Greet family as appropriate, manage up staff and physician, and assist patient with orientation to room, need to undress, etc.*

**Goal: Provide a positive experience when escorting patient from reception area to a hall bed.** Staff can say:

- “Mr./Mrs. Jones?” *Move toward patient to meet/assist him/her.* “Good morning. I’m \_\_\_\_\_ (name), and I will be taking you to the treatment area so that you can see the physician now.” *Greet family as appropriate, manage up staff and physician.*