



Everyone complains about how over worked they are because you are short staffed. Why don't you get more staff?

I'm sorry. They must know you are a good listener, but they shouldn't complain to you.

I'm sorry to hear that. I don't want you to worry. There are hospital requirements about how many staff members are on-duty based on the number of patients we have. We are staffed just right. Is there anything I can do for you right now?

I'm sorry you've been hearing that. I'll remind everyone that we are here to take care of you, not the other way around.