

LABORATORY COLLECTION MANUAL	SCRIPTING AND KEY WORDS AT KEY TIMES
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I. PURPOSE OF POLICY:

In health care, patients are distracted, frightened, and many times in pain. We may think we have communicated something, but in reality what we thought we were communicating may not have been heard. Key words are simple. They help the patient understand his/her care better, and they align the behavior of the staff to the needs of the patient. When we talk about key words, we are really talking about building a relationship with our patients. Many Key Words are very important: Such as **“For your safety”**. Other scripting is just a tool for you to use, and your own words many times are more appropriate and more genuine to the patient.

II. EXAMPLES OF KEY WORDS:

Some examples of key words that can show how we can really help patients understand about their care:

- ☆ I am closing the curtain for your privacy.
- ☆ For your safety, could you please state your name and date of birth, while I check your identification bracelet.
- ☆ Your doctor wants to see how you are doing. I need to draw some blood now so that the results will be available for when he/she will be looking in on you.

III. USING THE FIVE FUNDAMENTALS OF SERVICE: “AIDET” (EXAMPLES, MAY BE DIFFERENT DEPENDING ON AGE OF PATIENT AND TESTS ORDERED)

For Inpatients:

1. Acknowledgement
 - ★ Always knock on patient’s door before entering. Wait to see if they reply.
 - ★ Acknowledge the patient: **“Good morning”, (or other appropriate greeting depending on the time of day).**
 - ★ **Always make eye contact**
2. Introduction
 - ★ **“My name is Jane Smith, and I am from the Laboratory. I have been doing this for (blank) years, and I am going to take great care of you!”**
 - ★ If you are new you may want to say: **“My name is Jane Smith, and I am from the Laboratory. I’ve done this many times, and I am going to take great care of you!”** Your doctor wants to know how you are doing, so he wants us to draw your blood so we can run some tests. I’m sorry to be waking you, but it is important for him to have these results in a timely manner.”
 - ★ It is a proven fact that by giving the patient your list of expertise, you put them more at ease.
3. Duration
 - ★ **““This will just take a few minutes. For your safety, could you please give me your name and date of birth, while I look at your armband? We always want to make sure that we draw the correct person and the correct tests for your doctor.”**
4. Explanation
 - ★ **It is going to be a big stick (right before the draw)**
 - ★ “We have some special tests to do, so we will be drawing your blood, now, and then your nurse will give you a medication, and then we will come a little later and draw your blood again, to make sure your medication is working correctly.
 - ★ “We are going to do a test that will include needing urine specimens. You will need to get urine specimens for us before we draw your blood each time. We will draw your blood this first time,

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and then we need for you to drink this drink that will give you a certain amount of sugar. After that we will come draw your blood several more times. We'll try not to bother you anymore than we have to." **(Don't forget, anytime you do any special patient education you need to document this on the Interdisciplinary patient/family Teaching Record that are kept in a red folder on the med cart)**

5. Thank you



- ★ **"Before I leave your room, is there anything else that I can do for you?"**
- ★ **"If you need anything, please let us know because we always want you to be very satisfied."**
- ★ **"Thank you very much for choosing BRMC."**

On PEDI Inpatients:

1. Acknowledgement

- ★ **For especially small children, lower your voice, and get more down on their level.**
- ★ **"Good morning, (or other appropriate greeting depending on the time of day). (make sure to greet the parents specifically, as well)**
- ★ **Always make eye contact with both the child and the parents.**

2. Introduction

- ★ **"My name is Jane Smith, and I am from the Laboratory. I have been doing this for (blank) years, and I am going to take great care of you!"**
- ★ **If you are new you may want to say: "My name is Jane Smith, and I am from the Laboratory. I've done this many times, and I am going to take great care of you!" Your doctor wants to know how you are doing, so he wants us to draw your blood so we can run some tests.**

3. Duration:

- ★ **"It won't take long at all, and we want to help make you feel better. Can you please give me your name and birthday?" (If child unable to give this, please ask this of the parents/guardians)**
- ★ **To the parents: "This is for your child's safety. We always want to make sure that we draw the correct person and the correct tests for the doctor."**

4. Explanation

- ★ **It is going to be just a little tiny stick (right before the draw). It won't be too bad at all.**

5. Thank you—Directed to both the patient and the parents:



- ★ **"Before I leave your room, is there anything else that I can do for you?" (If the child is small, you can mostly say this to the parents)**
- ★ **"If you need anything, please let us know because we always want you to be very satisfied."**
- ★ **"Thank you very much for choosing BRMC."**

6. If you have done special teaching such as for a glucose tolerance test, a blood culture draw, or peaks and troughs, etc., (see examples above), please make sure that you go to the nurse's station and document this on the patient's teaching sheet.

On outpatients:

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1. Acknowledgement
 - ★ **Call the patient from the waiting area by stating: Mr./Mrs. (Name) or by their first and last name -- especially a child. Never just call out a last name!**
 - ★ **Acknowledge the patient: "Good morning, (or other appropriate greeting depending on the time of day).**
 - ★ **Always make eye contact**

2. Introduction
 - ★ **"My name is Jane Smith. I have been doing this for (blank) years, and I am going to take great care of you!"**
 - ★ If you are new you may want to say: **"My name is Jane Smith. I've done this many times, and I am going to take great care of you!"**

3. Duration:
 - ★ **"This will just take a few minutes. For your safety, could you please give me your name and date of birth? We want to make sure that we draw the correct person and the correct tests for your doctor."**

4. Explanation
 - ★ **It is going to be a big stick (right before the draw)**
 - ★ "We have some special tests to do, so we will be drawing your blood, now, and then your nurse will give you a medication, and then we will come a little later and draw your blood again, to make sure your medication is working correctly.
 - ★ "We are going to do a test that will include needing urine specimens. You will need to get urine specimens for us before we draw your blood each time. We will draw your blood this first time, and then we need for you to drink this drink that will give you a certain amount of glucose. We will need to draw your blood several more times.

5. **Thank you**
 - ☆
 - ★ **"Is there anything else that I can help you with, today?"**
 - ★ **If you need anything, please let us know because we always want you to be very satisfied."**
 - ★ **"Thank you very much for choosing BRMC."**
 - ★ **"If you have other testing to be done, we will ask a volunteer to take you where you need to go."**

On Pedi Outpatients:

1. Acknowledgement
 - ★ **Call the patient from the waiting area by stating: their first and last name. Never just call out a last name!**
 - ★ **"Good morning, (or other appropriate greeting depending on the time of day). (make sure to greet the parents specifically, as well)**
 - ★ **Always make eye contact with both the child and the parents.**

2. Introduction
 - ★ **"My name is Jane Smith. I have been doing this for (blank) years, and I am going to take great care of you!"**
 - ★ If you are new you may want to say: **"My name is Jane Smith. I've done this many times, and I am going to take great care of you!"** Your doctor wants to know how you are doing, so he wants us to draw your blood so we can run some tests.

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3. Duration:
 - ★ **“It won’t take long at all, and we want to help make you feel better. Can you please give me your name and birthday?”** (If child unable to give this, please ask this of the parents/guardians)
 - ★ **To the parents: “This is for your child’s safety. We always want to make sure that we draw the correct person and the correct tests for the doctor.”**
4. Explanation
 - ★ **“It is going to be just a little tiny stick (right before the draw). It won’t be too bad at all.”**
5. Thank you—Directed to both the patient and the parents:
 - ☆
 - ★ **“Is there anything else that I can help you with, today?”** (If the child is small, you can mostly say this to the parents)
 - ★ **“If you need anything, please let us know because we always want you to be very satisfied.”**
 - ★ **“Thank you very much for choosing BRMC.”**
 - ★ **“If you have other testing to be done, we will ask a volunteer to take you where you need to go.”**

IV. THINGS YOU CAN DO FOR A PATIENT

- A. You can always hand a patient a washcloth or towel, etc.
- B. You can hand them something that has been placed across the room out of their reach, for example, maybe their glasses or a paper or a book they might have been reading.
- C. You can move their bedside table where they can reach it.

V. THINGS YOU MUST CHECK WITH NURSING:

- A. If a patient asks for anything to eat or drink, this is never something you should do without checking with nursing.
- B. If a patient requests extra cover, you need to also check with the nurse’s station, to make sure there is no reason for not giving them an extra blanket, such as a high fever, for example.
- C. While you are in the patient’s room, YOU can use the nurse call in the patient’s room and when nursing answers say something like: “Hi, this is Jane Smith from the Laboratory. I am in Mr. Jones’s room, and he would like a glass of water, is it okay if I give him one? Thanks very much: or something like: “Hi, this is Jane Smith from the Laboratory. I am in Mr. Jones’s room, and he would like a snack. Could you please check on that for him? Thanks very much”
- D. Never try to move a patient by your self.
- E. If you have any questions, check with nursing first.

VI. THINGS YOU SHOULD NEVER SAY TO A PATIENT:

- A. Never make comments about being short-staffed.
- B. Never state that you are too busy or you have been too busy.
- C. Never mention anything to do with cost or budget restraints.
- D. Never state: “That’s not my job.”
- E. Never blame others or other departments in the hospital for a problem.

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See original policy in the Laboratory for all documented annual reviews.

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