



# Stay Connected Pocket Guide for Clinic Staff



## Stay Connected

For Your Health

# When the patient arrives

- Offer the patient a brochure. Do this at every visit.
- Respond to questions/comments about the waiting room poster.
- Create a welcoming atmosphere to support a clinic culture of encouraging patients to return for their scheduled appointments.

**Please give a message from the following list based on whether the patient is new, or established:**

## Messages for New Patients

- Welcome to our clinic. If I can do anything to help you schedule your next appointment, please let me know.
- It is important to keep your appointments. Please let me know if you can't come in and I will help you schedule a new appointment.

## Messages for Established Patients

- It is good to see you again. How are you?
- Thanks for keeping your appointments. I'm glad to see you.
- It is good to see you again. Please let me know if I can help you schedule your next appointment.
- Please let me know if you can't make your next appointment so I can help you reschedule a new appointment.