

## KINDNESS FIRST

**K** - **Knock** on the door/ask permission to enter.

**I** - **Introduce** yourself and describe your role. [AND give them with written material such as an informational card AND make sure you are on the whiteboard.]

**N** - Always ask the patient some version of “**What can I do for you**”/What do you **need** from me today?”

**D** - Keep the patient updated on when they will be **discharged** (and to where) so they can plan with family and be prepared to leave

**N** – **Noise** – set phone to vibrate and minimize TV, room, floor auditory distractions

**E** - Maintaining **eye contact** and not typing or looking at phone

**S** - **Sit down** rather than stand whenever able

**S** – **Schedule** – inform patient/family of your schedule as well as what is scheduled for them on this day

**F** - Respond to patient / **family** requests and questions in a timely manner – and keep family appropriately informed and updated

**I** - Allow the patient to speak their entire initial history without **interruptions**

**R** - Teachback – some respectful version of “**Repeat** back what I just told you”

**ST** – How to **stay** in touch rest of day – **how to contact provider/team**