**Communication Scenario – Meet, Greet & Transfer made Simple!**

**Scenario** **Conversation 1 –Patient transfer bed/trolley/OR**

**TIPS:**

* You must always look at the patient directly, so they know you are speaking directly to them. **ADD a SMILE** too!
* Patients’ may wish to be called either by the first name or more formally, using Mr/Mrs/Ms/Miss/Dr or other. Confirm with the patient as to how they would like to be addressed.
* Manage your tone and pitch to match the situation
* Use cue cards and identify any other anomalies about the patient
* The count is always “on the count of 3 – 1, 2, 3”. NOT 3,2,1
* Give praise as this lessens their anxiety and allows for empowerment

**Scenario conversation**

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| 1. “Good morning, Mrs Del Santo, my name is [***insert your name***] and these are my colleagues [***insert your colleagues names***], who will be assisting me with your transfer today”. 2. “The first thing I am going to ask you to do is give yourself a bear hug” {demonstrate giving yourself a bear hug}. “I am also going to ask you to lift this knee”. {Tap the required knee and tap the ankle}. Terrific, well done! 3. “Mrs Del Santo, on the count of 3” – [1, 2, 3]. [***I/insert colleagues name***] am/is going to roll you towards [**me/them**] and place a [**sheet/and board**] under you; you may feel a hard board under your back”. – “It won’t be there for very long”. {Make eye contact with patient and ask *“how are you going there”*}. 4. “Mrs Del Santo, [**I/ insert colleagues name**] will roll you onto your back again”.   “[**My colleague/I**] will roll you on the count of 3 –towards [**insert colleagues name/me**]”. “Ready 1, 2, and 3”   1. “Mrs Del Santo, we will now slide you across the bed onto the trolley on the count of 3 – ready, 1, 2, and 3”.   “How are you Mrs Del Santo”?   1. **Repeat conversation and process to remove the slide sheets/pat slide from the patient.** |

**Additional questions to add to your conversation:**

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| Once you have transferred Mrs Del Santo to the trolley or waiting to be wheeled into theatre, you could ask/inform any of the following: {these can lessen the anxiety for the patient and demonstrates good customer service}.   1. “Mrs Del Santo, are you cold?” 2. “Would you like a warm blanket?” 3. “Are you now warm enough; I can get another warm blanket for you?” 4. Sorry for the delay Mrs Del Santo, you next on the list and it won’t be too much longer |

**Scenario Conversation 2 –Transfer from bed to chair**

**TIPS:**

* You must always look at the patient directly, so they know you are speaking directly to them. **ADD a SMILE** too!
* Patients’ may wish to be called either by the first name or more formally, using Mr/Mrs/Ms/Miss/Dr or other. Confirm with the patient as to how they would like to be addressed.
* Manage your tone and pitch to match the situation
* Use cue cards and identify any other anomalies about the patient
* The count is always “On the count of 3 – 1, 2, 3”. NOT 3,2,1
* Four (4) words you should use to lessen the confusion when transferring someone from bed/chair:

1. **Push up**
2. **Shuffle forward/back**
3. **Pivot**

* **4. Wriggle forward/back**
* Give praise as this lessens their anxiety and allows for empowerment

**Scenario conversation**

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| “Hello Yatong (Maggie), my name is Andre’ and I’m going to assist you from your bed into the chair over there”.  “The first thing I’m going to ask you to swing your legs and ankles over the edge of the bed”.  “Terrific”.  “Could you **wiggle towards** the edge of the bed? Great – thank you”. {Be sure that the patient’s feet are touching the floor}.  “I am going to ask you to place both hands onto the handles of the walking frame”.  “I am going to help you rock forward and backwards {place one of your hands on the shoulder and lower back of the patient} and on the count of 3 –1, 2, 3; you will push up off the bed to a standing position”. {Be sure to observe the patient to see if they are dizzy, if so get them to sit back on the bed again}.  “Ready – 1, 2, 3 – **PUSH UP”**. “Great, well done Yatong”.  “Yatong I am going to ask you to **shuffle forward** towards the green chair”.  Yatong when you’re ready, I would like you to **pivot** around so you are facing the front. Well done!  “Yatong now I would like you to **shuffle back** until you feel the back of your legs on the back of the chair”. “Do you feel the chair Jan”?  “Yatong, could you place your hand on the arm of the green chair”. “Terrific, could you now place your other hand onto the other arm of the green chair”.  “On the count of 3, could you lower yourself down into the chair”? “Ready, 1, 2, 3. Well done!”  “Yatong, could you **wiggle back** into the chair, so your back and bottom are positioned more comfortably in the chair.” |

**Use the following boxes to write your own preferred workplace patient conversation**

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