

SAFETY SCRIPTING

REGISTRATION CLERK:

“Mr. /Ms. we take your health seriously here at Holy Cross and our goal is to provide safe care while you are in the ED. So, for your safety, every caregiver will be asking you your name and your birth date throughout your visit. Sometime the caregivers will ask the same question more than once; we do this for your safety as well.”

“Mr. /Ms. for your safety and to verify your information, could you please give me your name and birth date?”

“We want to ensure you are kept informed and involved in your care while you are here. For you safety we may ask you the same question more than once to ensure we have collected all of your medical history.”

“At Holy Cross Hospital, nothing is more important than your safety. Even though we have many patients here, please know our nurses and doctors will be monitoring you during your entire visit.”

“For your safety, we are going to place you in the hallway so our caregivers can keep you under observation while we run ____ test or so we can monitor your condition. You will still receive excellent care as we respond to other emergencies.”

FIRST NURSE INTERACTION:

“Mr. /Ms. for your safety, so I can verify your information, could you please give me your name and birth date?”

“For your safety, we will be asking you many times for your name and birthday. We do this to ensure we always have the right information for the right patient.”

“While you are here, you will see caregivers either wash their hands or use a disinfecting hand gel prior to touching you. We do this to ensure all our patients remain safe and it helps stop the spread of infections.”

“Mr. /Ms. for your safety, we placed you in the hallway so we can keep you under observation while we run tests... Even though you are in the hallway, please know you will continue to receive excellent care.”

“Close with an organizational commitment to provide, e.g. “excellent care, which includes a safe environment.”

NURSE BEFORE EXITING THE PATIENT’S ROOM:

“We are concerned for your well-being and safety and want to respond quickly to your requests. Is there anything in particular you need at this time?”

“Mr. /Ms. for your safety, we are going to keep the door open so we can keep an eye on you and manage your pain.” (or whatever the situation)

FIRST PHYSICIAN INTERACTION:

“Mr./Ms your health and safety is one of our highest priorities here in the ED.”

“For your safety, each time I come into your room I will be asking you for your name and birth date. I do this to ensure we always have the right information for the right patient.”

“For your safety, I cannot prescribe any narcotics to help you with your pain right now because.... However, I can prescribe.... to help you feel comfortable.”

“For your safety, we will need you to provide a urine or blood sample to ensure you are not pregnant or whatever before we do ...”

BEFORE LEAVING THE PATIENT’S ROOM:

“We are concerned for your well-being and safety and want to respond quickly to your requests. Is there anything in particular you need at this time? If you do have any concerns, please feel free to use the call bell or contact anyone of our caregivers.”

As appropriate, probe for indicators of infection, such as swelling, redness, fever, etc...

“Mr. /Ms. for your safety, we are going to run an x-ray to ensure that your ----- is not broken.”

“For your safety, we will need you to provide a urine or blood sample to ensure you are not pregnant before we ...”

SELF-CARE INSTRUCTIONS, MEDICATION USE, AND SIDE EFFECTS:

Nurse Example: “Mr. /Ms. we want to ensure you know how to care for yourself when you go home and know how to safely use the medications the doctor has prescribed for you. For your safety, I am going to go over how to use ----- medication and its side effects. If you have questions or concerns, please let me know.”

Physician Example: “Mr. /Ms. I am going to give you ----- medication. For your safety, I want you to only take ___ amount ___ every hour/s. If you have any side effects such as ___ for your safety, I want you to stop taking it and call our nurse, or ___.”

“Mr. /Ms. for your safety, please do not attempt to drive, walk, or climb stairs because ...

You will have trouble balancing and I do not want to you fall.”

“Mr. /Ms. do you have any safety concerns about caring for yourself at home?”

“Mr. /Ms. for your safety, we would like to call you in ___ days to see how you are healing, is that ok with you?”