

Department: Radiology	Section: Education	Effective Date: 1998
Procedure Number: 11.5		Revision: October 2013

RADIOLOGY PATIENT RAPPORT

Policy: The Department of Radiology will provide staff a complete understanding of the department's expectations regarding patient rapport. To provide staff with the knowledge and expectations of the departments requirements regarding patient and customers relations. All staff must execute a good customer rapport on a routine basis.

Procedures:

Communicate emotional support, verbal and non-verbal.

Project confidence so patient will feel secure in your care.

Interact thoughtfully and when appropriate with patient's family and friends.

Inform patient as to all procedures and aspects of treatment, skin care, side effects, misconceptions, etc. Knowledge is a patient's best defense against fear and apprehension.

Be able to refer a patient to proper and appropriate personnel for related medical care and management.

Maintain a professional demeanor and appearance.

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