

EMPATHY, ENGAGEMENT, CONNECTION, AND SECURITY ARE EVERYONE'S RESPONSIBILITY.

1 More than a greeting

Immediate De-escalation: Most people entering a hospital are stressed, anxious, in pain, or in a hurry. A **prompt** greeting acts as a "verbal handshake" that lowers cortisol levels and reassures patients they are in the right place.

The "Welcome Home" Effect: In a rural community like ours, a greeting isn't just professional; it's personal. It reaffirms that SCCH is a neighborly, safe environment.

Efficiency: Immediate engagement prevents "loitering" or confusion at the entrance, keeping the lobby clear and the flow of traffic moving toward registration or specific departments.

3 Acceptable Phrases

"Good morning/afternoon! Welcome to SCCH. How can I help you find?"

(The Gold Standard: Professional and helpful.)

"Welcome! Who are we here to see today?"

"What department are you looking for?"

(Focuses on the goal while being friendly.)

"Welcome! Are you here for an appointment?"

(Helps categorize the visitor's needs immediately.)

"Please, take a seat for just a moment and I will have a wheelchair/escort brought over for you."

(Proactive care.)

"You are all registered. When it is your turn, your number will show up in green on the screen over there. If you don't see it, I will let you know."

(Focuses on the goal while being friendly.)

2 Approachability, Presentation, Professionalism

Look Approachable:

Maintain an "open" posture (arms uncrossed). Smile. Do not look down at your desk for long amounts of time.

Look Presentable:

Ensure your badge is visible at chest level, your attire is wrinkle-free, and you are groomed according to hospital policy. Hair should be clean, brushed, and styled or pulled back.

Look Professional:

Stay off personal cell phones and avoid "huddling" with other staff. **Your focus should always be on the door/waiting room.**

4 Unacceptable Phrases

"What are you here for?"

"What do you need?"

"Where you going?"

(Too blunt; feels confrontational)

"Yeah?" or "Help you?"

(Dismissive and unprofessional.)

"You're in the wrong place."

(Even if they are, use: "Let me help you find where you need to be," instead.)

"Wait a sec."

(The person in front of you is always the priority.)

"What's wrong with you?"

(Never ask for clinical details in the lobby. Keep it to: "What department are you looking for?")