NOD to Improve Health Outcomes

Introduce Yourself:

N	**Name**	Say your name.
O	**Occupation**	Say your occupation.
D	**Duty**	Say your duty.

NOD to Introduce Yourself
Stating your Name, Occupation, and Duty

Some Tips to Help you Connect

> *"Hello, Mrs. Smith. My name is Carol. I'm your nurse today and I'm here to check your blood pressure, temperature and pulse."*

- **Be present**. Take a deep breath and relax the muscles in your face, neck and shoulders.

- **Send the right signal** with your face, body language and voice. Look them in the eye *(if culturally appropriate)* and smile even for a brief moment.

- **Sit/stand beside the patient**, with your head at the same height if you wish to appear warmer, friendlier or more approachable.

- **Use the patient's last name** *unless invited to use their first name.*

- **Write your name down** to help the patient remember, if you think it would be helpful.

- **Apologize for any excessive delays**, if necessary.

This Practical Wisdom Adapted From:

Thunder Bay Regional Hospital. (2012). *Patient and family centred care*. Retrieved from http://www.tbrhsc.net/about_TBRHSC/PFCC.asp

Institute of Patient and Family Centered Care. (2012, Jan 11). *Profiles of change: NOD – Name, Occupation, Do.* Retrieved from http://www.ipfcc.org/profiles/prof-thunder-bay.html