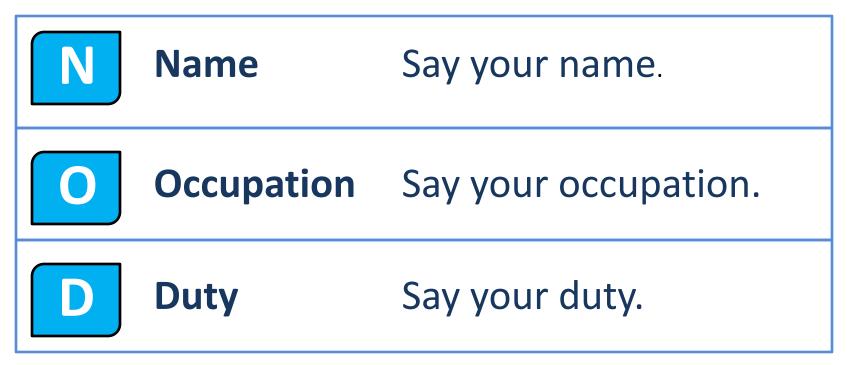


## **NOD** to Improve Health Outcomes

## **Introduce Yourself:**







## **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: