

## Introduce Yourself:



**Name**

Say your name.



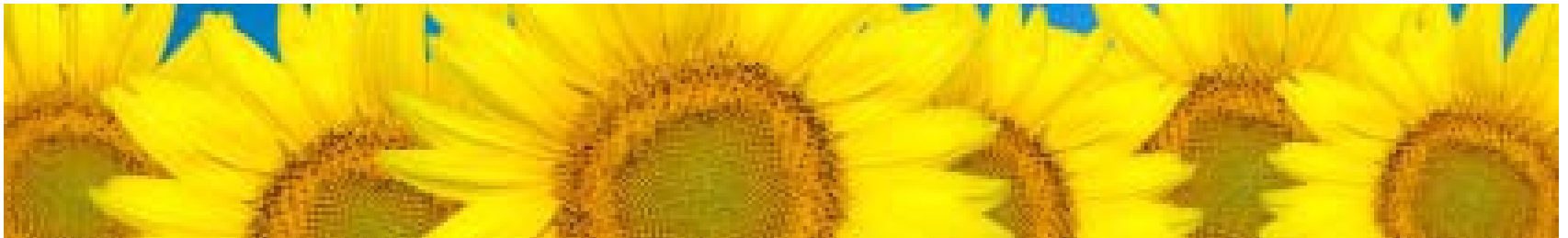
**Occupation**

Say your occupation.



**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.

Contact Engagement and Patient Experience for support and guidance on how to best use this information at [Patient.Engagement@albertahealthservice.ca](mailto:Patient.Engagement@albertahealthservice.ca)

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](http://www.tbrhsc.net/about_TBRHSC/PFCC.asp)

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