

# **10 Ways To Keep Your Patients Smiling**

1. Practice phone courtesy.
2. Greet patients when they enter your door.
3. Keep waiting patients informed.
4. Introduce yourself to your patients.
5. Call patients by name whenever possible.
6. Be prepared for your patient.
7. Inform patients about what you are doing and why.
8. Provide clear and adequate instructions.
9. Respect patients' privacy.
10. Ask patients for their questions.

