Orient Patient to the Unit/Room Script

- Upon patient arrival in the hall, whoever is at desk or in hallway, provide a warm welcome to the patient on admission to the unit. Stand up, smile and make eye contact with patient and family: **Good Morning/Afternoon/Evening, Ms./Mr. _________ (see medical record for pt name). Welcome to _______ (unit name). We were expecting you (use these types of welcoming words).**

- Nurse admits patient to the unit
  - Prior to entering the room, RN reviews admitting diagnosis, admission orders for stats and to get an overall view of the patient’s plan of care
  - Knocks on a patients door and enters room
  - Uses hand gel
  - Writes name and phone number on white board
  - Smiles, makes eye contact with patient & family

- **Have you been oriented to your room yet?** Orients patient and family to the following:
  - use of telephones
  - layout of the room including closet for storage and bathroom
  - linen
  - meal ordering process
  - visiting hours if applicable
  - bed including the bed alarm and call system
    a. Encourage the patient to wear hearing aid(s) and glasses if appropriate. Having maximum hearing and vision enables the patient to use the call system and to remain alert to conditions in the environment.
    b. Explain the best times for the patient and family to use the call bell or intercom (e.g., to get out of bed, go to bathroom, report pain). If the patient has a means to call for assistance, the nurse is more likely to be able to respond before the patient tries to get out of bed unassisted.
    c. Secure call bell and bed control system within the patient’s reach every time you encounter the patient.