

## 10 Steps to a Successful Patient Interaction

<b>10 Steps to Successful Patient Interaction</b>
Build a rapport with your staff - you'll need the support
Always Smile (Even on the Phone) and Make Eye Contact
Introduce Yourself - Name and I'm a Pharmacist / Pharmacy Technician
Shake Their Hand (if appropriate)
Explain why you're there
Talk to the patient, not a bottle / chart
Ask them if there is anything else you can do
Give them a chance to ask questions
End with a pleasant comment - and mean it!
Be aware of your environment - make sure your patient is comfortable