**Admitting Team:**

If you are the admitting team or first point of contact, please provide the patient with the TOYC brochure, and say:

***“We want you to be completely satisfied with the care you receive at SMH. This brochure will provide you with a “Trail of Your Care” while you’re with us. You should post it in your room so that your health care team can write their names in it. You may receive a call from Arbor and Associates asking you about your experience several weeks after your visit. This brochure will enable you to recall your healthcare team members. We value your feedback on this voluntary survey.”***

If the patient seems uncomfortable with participation in the survey, please contact Kathy Fetterley and we will remove their name from the list of patients Arbor may choose to survey.

**Patient’s Care Team**: (providers, nurses, aides, RTs, PTs, STs, Imaging, Dietary, Housekeeping, Lab, etc.)

Enter patient room, begin using HITIT

* Hello – greet the patient
* Introduce yourself
* Team Up – build up care team participating in patient’s care
* Inform – let patient know what you will be doing today
* Thank – the patient for choosing SMH for their healthcare needs

Ask for the Trail of Your Care brochure, so that you can write your name in it, and say:

***“I’m going to write my name in your brochure so that you know I am part of your care team. I hope that you are completely satisfied with my care, and the care you receive throughout your entire stay. Thank you for trusting us with your care.”***