

### SAYS

- How're you feeling?
- Do you feel nauseous?
- Please have a seat, the doctor will be here soon
- Please take your medicine
- Please fill this form
- Please sit still
- I'm going to check your heart rate now
- How long have you had the symptoms for?
- Did you take any painkillers?
- Tell me if you feel any pain
- How did you get hurt?

### THINKS

- The patients has only mild symptoms`
- I should give the patient pain killers
- I should take an X-Ray before further treatment
- We need to treat the patient immediately
- It's a sensitive issue, I should be careful when I talk to them
- I need the full medical history before treating the patient
- Which medicine will not react with his/her condition
- I really want to save his/her life
- Why is s/he not responding to the medication

## Hospital staff

### DOES

- Notes all the important information about the patient
- Gives the patient necessary medication for immediate relief before proceeding further
- Informs the relatives about condition of patient
- Gives the patient anaesthesia
- Directs the patient to the respective wing of the hospital
- Calls the required doctor/specialist
- Explains medication and recovery procedure to the patient
- Explains treatment procedure to the patient

### FEELS

- Tired: Long working hours
- Hopeful: About recovery of the patient
- Nervous: About performing a surgery
- Confused: About anything out of the ordinary happening during the course of the treatment
- Frustrated: When relatives don't / refuse to follow hospital protocol
- Sympathy: About the patient's condition
- Satisfaction: When they save a life