Delay Rounding

Communicating with patients about wait time and making an effort to express awareness that their time is valuable is a key to giving patients a positive impression of their entire office visit.

What's more, keeping the patient informed about wait time is *more* important than the actual length of the wait *itself*. The processes and key phrases below are intended to help improve this aspect of the patient experience in your practice.

Pre-Visit Prep

Step	Who	What
1	Office Manager	Review scheduled appointments on a daily or weekly basis to determine Delay Rounding assignments. Note any patients that need to be fasting.
2	Office Manager	Share Delay Rounding assignments with team, including any patients that need to be fasting.

Waiting Area Process

Step	Who	What
1	Assigned Team Member	At least once per hour: • Document current wait times for each provider. • Round on everyone in waiting area (use "Key Phrases" located on other side for reference). • Straighten waiting area, including discarding trash, straightening magazines. • Share compliments and complaints with Office Manager.
2	Office Manager	• Confirm/document rounding occurs on hourly basis.

Exam Room Process

Step	Who	What
1	Nurse/MA	As soon as patient is roomed, note the time on a team-determined tool (e.g., white board on door; sticky note on door).
2	Nurse/MA	• Check in on patient every 15-20 minutes. • Offer an estimate of when the provider will be in the room. Use the "Key Phrases" located on other side for reference (*Note:* exaggerate the time slightly). • Offer water, juice, magazine, puzzle, etc. • If the patient indicates they do not wish to be checked on every 15-20 minutes, please note that on the tool (See Exam Room Process-Step 1).
3	Office Manager	• Note when and by whom Delay Rounding occurs.

Delay Rounding
"Key Phrases"

Acknowledge	• Greet patient. • Smile. • Speak to patient at eye level. • Maintain eye contact.
Introduce	• Introduce self (if this is your first time seeing the patient/others with the patient) and role.
Duration	• *"Mr./Ms. Smith*, the doctor will be in to see you in about *X minutes*. I apologize for the delay." • "May I get you something to read?" • "Would you like some water?" • "If you need the restroom, I would be happy to show you where it is located."

Explain	• Explain reason for extended wait (if necessary):
	   ○ "The doctor is seeing a patient that required a bit more time than anticipated."
	   ○ "Please be assured the doctor will give you the same great care."

Thank	• "Thank you for allowing us to care for you." • "Please let me know if there's anything else you need."