

Key Words for Reception Area Rounding:

- Good morning. I'm (name), the (role) for (department name). It is our goal to make sure you receive the "best possible" care.
- I just want to be update you that we are running (on schedule ~ or ~ behind schedule by # of minutes). Someone will be back to update you and your family at least every hour.
- Are you comfortable?
- Also, if you should need them, the nearest restrooms and drinking fountain are just (location).
- Let us know if you need anything while you wait, and thank you for choosing our (department name) for your care.