

TOP 10 THINGS

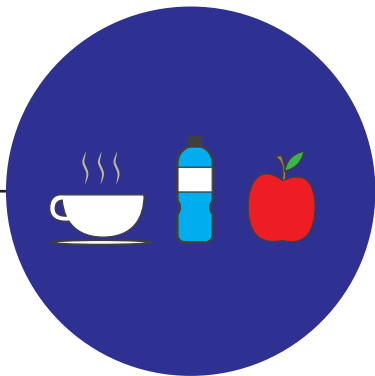
Your Clinic, Practice or Department Can Do To Create a Welcoming Environment



Display words or phrases
in local languages & dialects



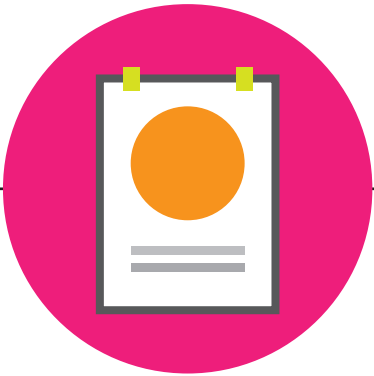
Begin and end every
phone call with
“Thank you for calling”



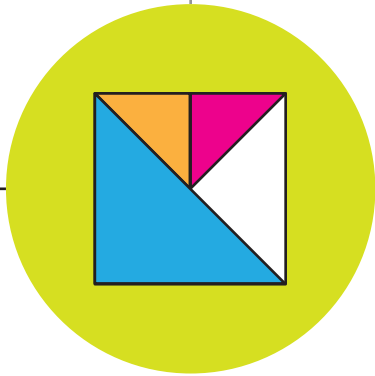
Provide coffee, water or snacks
to clients while they wait



Create a seperate
waiting area for families,
women and/or Elders



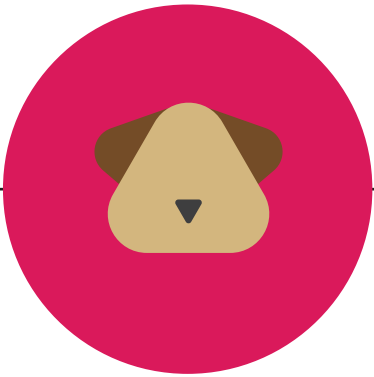
Display posters and signs
conveying that clients deserve
to feel welcome and respected



Display local art



Ask patients about basic
resources like food, clothing
and shelter



Have a support person,
Elder, or therapy dog present
in your waiting room



Seek feedback from clients
with a survey, comment box,
or client advisory committee

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Tell returning clients
“It’s nice to see you again”