

SUMMER WALK & TALK

The walk from the waiting room to the exam room is an opportunity for medical assistants to informally check-in with their patients and offer gentle reminders. The following script can be used during this “walk and talk” time.

Background: Summer is usually a time of barbeques and parties. These gatherings can also lead to an increase in alcohol consumption. Since consuming alcohol can lead to higher rates of accidents, it is an important time to remind patients about consuming safely, or not at all.

Medical Assistant: *calls patient from waiting room*

Patient: *walks back to the hallway*

Medical Assistant: *Hi! How are you?*

Patient: “Fine, thanks. You?”

Medical Assistant: “Good! We know that with summer coming up, people tend to spend more time outdoors with friends and family being out on the water, biking, camping, and riding ATVs. Unfortunately, with it comes an increase in preventable accidents. This is a reminder we share with all of our patients about how they can help keep themselves and others safer.” *hands postcard with graphic to patient*

Patient: “Oh, okay. Thanks.”

Medical Assistant: “You’re welcome! It has some important summer safety tips on one side, and the reminder of a standard drink on the other, since alcohol can increase the risk of common accidents.”

Patient: “Thanks! I’ll put it on my fridge as a helpful reminder!”



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