

Walk & Talk: Holiday Script

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

Background: The holidays can be a time of celebration and fun! However, they can also be a time where exposure to alcohol and stress can increase. Limiting risky drinking for adults and promoting alcohol free-pregnancies for all women who are pregnant or may become pregnant is important year-round, but an additional reminder during the holidays is important.

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! The holidays are coming up! Are you ready?”

Patient: “I’ve still got some shopping and wrapping to do. Plus, we are having family come visit, so it’s been busy.”

Medical Assistant: “That’s a lot! The stress of the holidays coupled with parties and events can lead to overindulgence, which often leaves people not feeling so great afterwards. We are sharing this postcard with all of our patients. *hands postcard with graphic to patient* It has a few reminders about how to stay healthy over the holidays, including limiting alcohol or not drinking at all if you are pregnant or may become pregnant.”

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



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