Patient Empathy Script

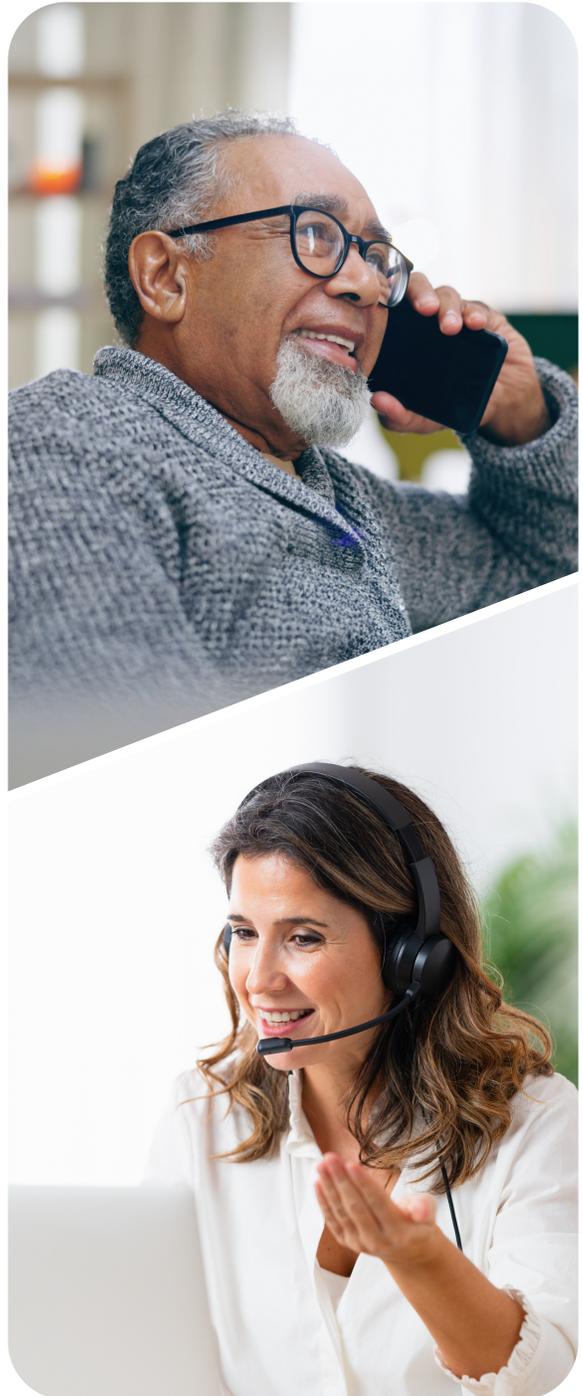Communicating Compassion and Understanding on Every Call

Empathy is key to building patient trust, reducing frustration, and improving overall experience. Using thoughtful language and tone helps patients feel heard and valued, even during difficult conversations.

General Principles

- Listen actively and without interruption
- Validate feelings before addressing the issue
- Use calm, warm, and clear language
- Avoid defensive or dismissive responses
- Focus on solutions and support

Tips for Delivering Empathy Effectively

- Use a calm and friendly tone of voice
- Pause briefly after key statements to let the patient absorb the message
- Mirror patient's emotions appropriately without escalating
- Personalize responses by using the patient's name when possible

Patient Empathy Script

Communicating Compassion and Understanding on Every Call

01 When Patients Are Frustrated or Upset

- "I understand this has been frustrating for you. Let's work together to find a solution."
- "Thank you for your patience. I want to help make this right."
- "I hear your concerns, and I will do my best to assist you today."

02 When Patients Are Confused or Overwhelmed

- "This can be a lot to take in. I'm here to help you through it step by step."
- "I'll go over the next steps with you to make sure everything makes sense."
- "Please feel free to ask any questions as we go along."

03 When Discussing Sensitive or Emotional Topics

- "That sounds very difficult. I'm here to listen and support you."
- "Thank you for sharing that with me. We will make sure you get the care you need."
- "You're doing the right thing by reaching out. Let's take it one step at a time."

Avoid Saying	Say Instead
"That's not my department."	"Let me connect you with someone who can help."
"You'll have to call back later."	"I'll help schedule a callback / follow-up"
"I don't know."	"Let me find out and get back to you soon."