



NaRCAD Tip Sheet: Introducing Yourself & Gaining Clinician Access

Attend to Immediate Needs:

- Understand the dynamics of the office, mood of the office manager, receptionist, and clinician. How is s/he responding to you? (Distracted? Rushed? Polite? etc.)
- Offer to wait for them to complete something before they meet with you if that will make things easier for them.

Explain the Purpose of Your Visit:

- Develop a clear and concise explanation for your visit. Some clinicians may be initially skeptical of you, so it is important to be clear, honest and open in introducing yourself and your service.

Make Small Talk When Appropriate:

- Clinicians often speak with non-patient visitors as a break from their work, and small talk may help break the ice or diffuse a stressed mood.
- It sometimes is a good way to recap the previous visit and build your relationship with the doctor.
- Small talk may not, however, be appropriate at the first meeting, and it should never take time from the educational discussion you must have.

Focus on Body Language:

- Pay attention to your body language as well as your clinician's. Sometimes body language can give clues into the needs of your clinician.
- Be an attentive observer, maintaining consistent eye contact.