Is reaccreditation the missing piece in your Accredited Visitors Program?

List some of the formats that you might use to complete reaccreditation for your Accredited Visitors.

1. 
2. 
3. 

Basic Visiting Protocol

1. Wear badge, vest or other clothing to ID you as an accredited visitor.
2. Visit patients with heart disease and/or caregivers of patients.
3. Be a member in good standing.

Rules of Conduct (Do’s and Don’ts)

1. 
2. 
3. 
4. 
5. 

Privacy Considerations and HIPPA – What can Accredited Visitors take from the hospital?
Before we talk about questions, let’s understand an Accredited Visitor’s intent of his/her comments or actions.

Ask the right questions at the right time. List some questions that you might use to engage a patient or family member in a conversation.

<table>
<thead>
<tr>
<th>Categorize these questions as Open ended or Closed questions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>____ Are you feeling better today?</td>
</tr>
<tr>
<td>____ What symptoms did you experience before your heart event?</td>
</tr>
<tr>
<td>____ Will you go to cardiac rehab?</td>
</tr>
<tr>
<td>____ What did you do when you were working?</td>
</tr>
<tr>
<td>____ How have you been after your operation?</td>
</tr>
<tr>
<td>____ What kind of information on heart disease have you read?</td>
</tr>
</tbody>
</table>

Active Listening

Visiting Scenarios

Think about the best visit you ever had. What made it a great one?

Think about a visit that you feel could have been improved. How?

“There’s only one thing worse than training your visitors and have them leave than not training them and having them stay.” Unknown