Objectives

- Define patient care and customer service as it applies to the practice of the medical radiation technologists.
- Describe patient rights and obligations.
- Apply the CAMRT's best practice guidelines to safe patient care.
- Outline team behaviors that will enhance quality patient care ina department.
- Reflect on the ability to practice empathy and embrace diversity as it applies to the medical radiation technology profession.

Customer Service

- It is important to remember that although we call them patients, they are also our customers.

- Use NOD to introduce yourself
- Be friendly and helpful with patients
- Do things with patients not “to” or “for” them

Best Practice Guidelines

- Developed by a CAMRT committee which regularly reviews and updates the guidelines
- Best practice is the means for providing the best possible outcome for patients based on judgments thatconsider patient needs, clinical experience and the bestavailable evidence.
- Guidelines in how to act in certain MRT situations
- Recommendations provided must be considered withinthe context of faculty policy, legislation and regulation.
- Be sure to review them

Best Practice Guidelines

- Topics include:
- Communicating a serious finding
- Using the NOD
- Patient Safety
- Collimation (pre and post)
- Mobile Examinations (appropriateness)
- Appropriateness of Exams
- Markers
- Patient Centered Care

Team Behaviors

- X-ray is usually a very team focused profession
- Advantages: cases done faster, more eyes on the patient and their images
- Communication is key in teamwork, let your teammates know what you are doing
- One person is usually in charge of a case, as a student your goal is to eventually be in charge of the cases

Empathy and compassion

- Empathy: the ability to understand and share the feelings, thought and experiences of another.

- Compassion: the response or action as a result of empathy

- Most people who chose healthcare professions have a certain natural levels of empathy and compassion

Dealing with Empathy

- It is important to listen to the patient, but also to get good images.
- Be careful to balance the two. Examples?
- Be mindful of compassion fatigue

- What are some examples of compassion that you can provide to patients before/during/after exams?

Coping

- Ability to deal effectively with a difficult or unpleasant situation
- Debriefing
- Support in the clinical setting
- Anderson services

Patient-Centered

- Definition – patient values guide the care
- Benefits – cooperation and buy in during difficult exams
- Always ask who their support people are
- Include support people as much as the patient would like
- How can we practice ? What are the challenges?How do we overcome?

- https://ww2.camrt.ca/bpg/patientmanagement/patientandfamilycenteredcare/patientandfamilycentredcareinpractice/

Dealing with Barriers

- Language: hand gestures, demonstrations, pictures, interpreters
- Cultural/religious: be respectful, be professional, don't compromise own integrity
- Generational: speak directly to patient not to companion, simplify instructions, use appropriate terminology, use teamwork to increase efficiency
- Time and Stress: focus, prioritize, teamwork, coping strategies
- Gender: use preferred pronouns and name in use