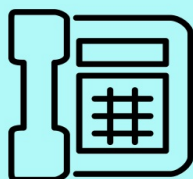
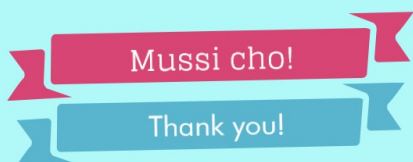


10 things your clinic, practice or department can do to

# create a welcoming environment



Display **words and phrases in local languages or dialects**

Begin and end every phone call with **"thank you for calling"**

**Provide coffee, water or snacks** to patients while they wait

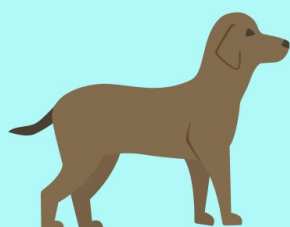
Display **local art**



Ask patients about **basic resources like food, clothing and shelter**

**Create a separate waiting area** for families, women or elders

**Display posters and signs** conveying that patients deserve to feel welcome and respected



Have a support person, elder or therapy dog **present in your waiting room**

**Seek feedback from patients** with a survey, comment box, or patient advisory committee

Tell returning patients **"It's nice to see you again"**

