



Patient Intake Script - OBGYN - Westchester Practice.

1. Before rooming a patient, make sure the room is clean and ready.
2. Open the door to the waiting room and call for the patient by her first name only.
3. Greet the patient with a smile. Introduce yourself as follows:

“Hello, I am _____, I am (state your position/title) and I will be working with Dr. Frey today. Please follow me.”

4. Escort the patient to the exam room.
5. Ask the patient to sit on the bench (or chair in the procedure room).
Patients will be more comfortable sitting on a bench or chair during the interview.
6. Vital signs should be taken for every patient
 - a. Height (pt reported)
 - b. Weight - actual weight
 - c. BP
 - d. Pulse
 - e. Pain scale (0-10)

7. Conduct a medical interview. Items to collect:
 - a. Primary/chief complaint (the reason why the patient came in).
 - b. Medical history
 - c. Surgical history
 - d. Obstetrical history
 - i. Dates of all events
 - ii. Outcome (vaginal or C/section)
 - iii. The weights of all babies born
 - iv. Sex of all babies born
8. Sexual history
 - a. Current birth control
9. Social History
 - a. Nicotine use
 - b. Drug use
 - c. Alcohol use
10. Family history of
 - a. Cervical cancer
 - b. Uterine cancer
 - c. Ovarian cancer
 - d. Colon cancer
 - e. Breast cancer
11. HPV vaccine status

12. Allergies to any medications

13. After the intake history please offer the patient

- a. Gown: "Please take everything off. You can put your clothes on the chair, the bench or the hook. Put the gown on open to the front like you were wearing a bathrobe."
- b. Socks: For patients not wearing socks offer them socks as well. "So that your feet won't get cold."
- c. Blue drape: "This goes across your legs like a blanket."

14. Tell the patient they can have a seat on the bench or chair (not the exam table). The exam table has no back and therefore can cause stains on the patient's back with prolonged sitting.

15. "Dr. Frey will be with you shortly."

16. Please collect a urine sample ahead of time for the following patients:

- a. Anyone who is pregnant or thinks they may be pregnant
 - i. Pregnant patients need urine collected EVERY visit
 - ii. Anyone who is complaining of any urinary symptom (pain, frequency, etc).
 - iii. Anyone complaining of pelvic pain.

17. Please provide a sanitary pad to any patient who is menstruating and does not have a pad with them.

18. Remember to be comprehensive, and compassionate during your interaction with your patient.

19. Wash your hands before and after every patient interaction.

20. Label all samples and consents and take them with you when you leave the room. All consents must be signed by the MA and MD, labeled, and scanned.

21. Never open a door or leave the exam room when an exam is occurring

22. Always knock before entering a patient's room. Then wait 2 seconds before entering.

23. Use the patient's name often during your interaction with her. Remember everyone's favorite word is their name.

24. If a patient is being rude or inappropriate please inform Dr. Frey.

25. Remember, for comprehensive and compassionate care, every detail matters.

