



Tips for Scripts

The following are suggested responses as mentioned in our Webinar: *Tips and Tricks for Mammographers: 2020 Edition*. Communications tips were provided by Elizabeth Green, PhD, who is a licensed clinical psychologist whose specialty, among others, is the development and application of effective and appropriate communication skills.

REMEMBER THAT FEAR and ANXIETY cause most people to:

- Be crabby/complain
- Be angry
- Do crazy things
- Say crazy things

In an effort to gain some control over the situation here are some scripted responses you can use:

Patient: I hate mammograms:

Technologist: Thank you for coming anyway.

Patient: I hate wearing a mask:

Technologist: "I know what you mean." or "It sure isn't fun."

Patient: Are you the nurse?

Technologist: "No, I am an X-Ray Technologist. It's very different training."

Patient: Aren't you afraid of the radiation?

Technologist: "An important part of my training is to make sure that the proper precautions have been put in place to make it safe for me and you."

Patient: Is this all you do all day long?

Technologist: "Yes, I am proud to work in women's health,"

Patient: What a disgusting job.

Technologist: "I am proud to work in women's health."

Patient: Do you like touching breasts all day long?

Technologist: "Of course not, but I want you to have the best mammogram possible."

Tips for Scripts

- Don't get defensive
- Remember, it's not personal
- Anxiety can create some *interesting* actions/reactions
- Do NOT make fun of your patients or their behavior
- Think: How would you act in this same situation?
- Offer the patients correct information and reassurance
- Get her in and out quickly
- Tell her what you are going to do *before* you do it
- Invite her into a partnership