

6H MODEL

Human Connection With Patients

HEAR my full story

“What have I missed?”
“Anything else? Tell me more.”



At the heart of better care.

HEED my worries

“What worries you the most today?”
“What matters most to you in your visit today?”

HELP me navigate

“Here are the 3 things we will do today.”
“Is it okay if we call your (caregiver) & go over the plan?”
“Here is the number to call for questions about medications/appointments.”

Be HONEST with me

“Antibiotics wouldn't be helpful for Ryan (your child). If it were my child, I wouldn't start antibiotics either. Let's do these steps to get Ryan better.”
“I cannot promise the pain will go away completely. I do want you to be comfortable. Here is what I will do to ease your pain/suffering.”

HEAL my misunderstanding

“I am truly sorry you had to wait so long. Thank you for waiting.”
“I'm sorry you had a poor experience. That was not our intention. Here is what I'll do.”

Leave me with HOPE

“You have one of our best (nurse/surgeon/doc) today; you are in great hands!”
“We are going to take excellent care of you...”

The 6H Model was created by Swati Mehta, MD, FACP, SFHM, CPXP. Learn more at www.vituity.com