

อบรมเชิงปฏิบัติการ

การออกแบบบริการพหุวัฒนธรรม
สำหรับ WELLNESS TOURISM





กลุ่ม 2: DURING SERVICES

Basic health condition inquiry

- Greetings the patient with a pleasant tone of voice “Sawasdee Krab/Kha”
- Address the patient by their name.
- Inquire and check basic health conditions of the customers such as weight, height, blood pressure, etc.
- Reconfirm the chosen package
- Inform all the process that will occur

Conversation to be used for each specific process

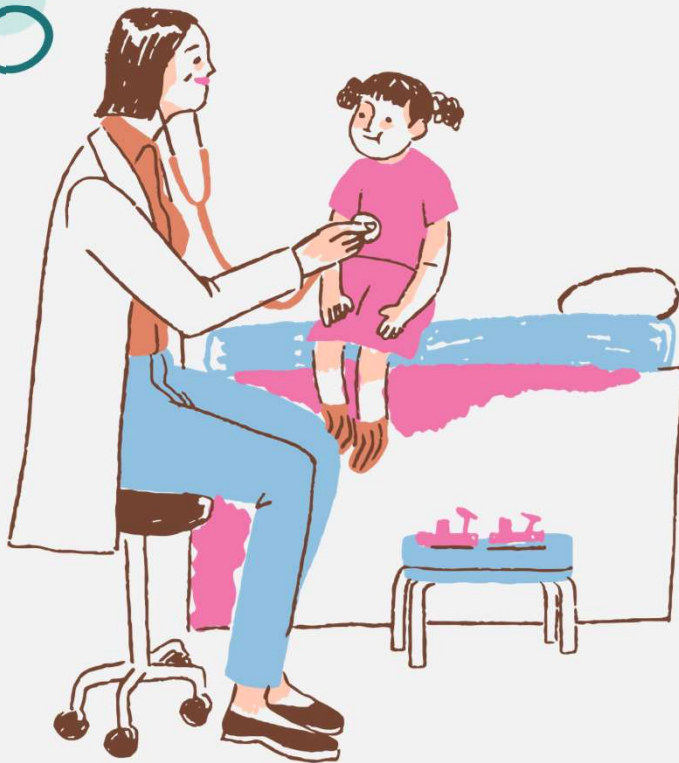
Basic Health Condition Check

step	Conversation	Remark	Responsible person
Greeting	Sawasdee Krab/ Sawasdee Kha	Maintain eye contact Talk with smiling face Use a pleasant tone of voice 10 & 5 steps role	Nurse assistant
Address the guest	Khun, Mr, Miss, Mrs, am I right? Please kindly check your personal information.		
Check basic health condition	May I measure your height and weight? May I check your heart beat? May I check your blood pressure? May I.....?	<ul style="list-style-type: none"> - Always ask permission from the patience - Use appropriate hand gesture to instruct the patience - Don't assure the patience know how to do. 	
Reconfirm the chosen package	For today, Khun, Mr., Miss, will check/ receive treatment for Is that correct?		Nurse
Inform all the process that will occur	The processes involve (e.g., injection, sample collection, etc.) Each process will take approximately..... mintues Do you have any question?	<ul style="list-style-type: none"> - Inform all the process that will occur clearly. 	

กลุ่ม 2: DURING SERVICES

Treatment

- Inviting the patient to the room
- Explaining the treatment process to the patient and relatives
- Injection, Sample collections
- Escorting to the concerned department



Conversation to be used for each specific process

Treatment

Step	Conversation	Remark
Invite to the treatment room	<p>Mr., Miss., Khun,please follow me to</p> <p>Please wait/sit here until the staff calls your name.</p> <p>If you need any assistance while you are waiting, please contact.....</p>	<ul style="list-style-type: none"> - Staff should maintain the distance with the patience. - Use hand gesture to escort the patience
Injection, Sample collections	<p>Explain the process</p> <ul style="list-style-type: none"> - You can keep your belongings there - Please change your cloth by wearing these. 	<p>Explain the process</p> <ul style="list-style-type: none"> - Inquire whether the patience prefers a female doctor
Escorting to the concerned department	<p>Please follow me to</p> <p>You can go to..... (give clear direction).</p> <p>When you are there, the staff will assist you for.....</p> <p>You can contact</p>	<ul style="list-style-type: none"> - Give clear direction - Maintain the distance 7 steps or 1 meter forwards - Use hand gesture
Waiting time	<p>Premium</p> <ul style="list-style-type: none"> - Mr....., while you are waiting for the results, you can wait in the room that we prepared for you. <p>Regular</p> <ul style="list-style-type: none"> - Mr....., it may take Hour, you may have some food and drinks 	



กลุ่ม 2: DURING SERVICES

Doctor's Diagnosis and report

- Address the customer by name
- Introduce the doctor
- Invite the guest to take the seat
- Reconfirm all the processes that the patient has done before

Conversation to be used for each specific process

Doctor's Diagnosis and report

Step	Conversation	Remark
Invite to meet a doctor	Mr., Miss. Khun..... This is (introduce the translator) Please go to see the doctor in room....(room number) This is Dr..... Please take a seat.	
Report the testing result	Today, you have done..... The results show that.....	<ul style="list-style-type: none"> - Simplify the word when report the testing results - Always be polite
Suggest other treatment	From the result, I recommend/ suggest to..... Do you have any question?	<ul style="list-style-type: none"> - Give the suggests based on the testing result - Clearly explain the results.
Farewell	Would you like to see our specialist? Or Do you prefer to get any document for your further treatment at your home country?	<p>-For serious case The doctor would suggest to meet s specialist within the hospital. Or prefer to see the specialist at their home country.</p> <p>The hospital will issue the data for the patience</p>



THANK YOU

