

# Communicating with Patients at Go Live

When we say or do this...	...our patients hear and think this	But when we say or do this...	...our patients hear and think this
This stupid system is not working the way it should! I don't know what is wrong with it. It's the worst.	I don't feel safe that my information is correct and I will be cared for properly.	We're learning a new system that will ultimately improve your experience. I appreciate your patience while I work through this.	Even though the staff was learning a new system, I feel safer when they take their time to get it right.
This is crazy. Why did we switch to this system? How do they expect us to do our work and deal with this annoying system?	No one knows what they're doing here and my care will suffer.	We are upgrading our medical record system. This is the same system used by the top 20 hospitals in the country.	NYP/CUIMC/WCMC is investing in making my medical journey easier and more accessible.
You're just going to have to wait while I figure this out. There's nothing I can do about it.	They are incompetent and rude at NYP/CUIMC/WCMC. I'm never coming here again.	I am sorry about the wait, but this new system will help us serve you better. All of your providers across NYP/CUIMC/WCMC will have access to your records.	They acknowledged this was frustrating for me, but they explained the benefits of the new system and apologized. They really do care about me.
It wasn't my decision to switch to this stupid system and have to take your information all over again.	How many times am I going to have to give the same information? Don't they pay attention and communicate with each other?	I am making sure we have your complete information in the system so we can coordinate your care for all of our NYP/CUIMC/WCMC locations.	I like it when all of my doctors have all of my health information.

Patients and families read our gestures and body language. With a new system there will be moments of frustration— a roll of our eyes, furrow of the brow, or deep sigh can cause our patients to lose confidence in our ability to care for them. Take a deep breath, we can do this.