







Helping Patients Stay Safe from Falls: A Communication Guide for Clinical Staff

Scenario & Purpose	What to Say (Staff Scripting)
 Introduce Yourself & Build Trust <ul style="list-style-type: none"> Explain what you're doing and why 	"Hi, I'm [Your Name] , and I'll be helping you today. I know it can be hard to ask for help when you're used to doing things on your own. Thank you for letting me assist you."
 For Patients Who Appear Unsteady <ul style="list-style-type: none"> Offer support or a wheelchair 	"It's a bit of a walk from here. To keep you safe, I'll bring a wheelchair to make it easier."
 Before Entering the Room or in the Hallway <ul style="list-style-type: none"> Check for restroom needs and assist with walking 	"Would you like to use the restroom before we begin?" "Let's use your walker or cane to help you stay steady." "I'll walk beside you, just let me know if you feel unsteady." "Take your time, there's no rush."
 In the Restroom <ul style="list-style-type: none"> Stay close and explain why 	"This is a place where falls can happen, so I'll stay close to keep you safe." "Please use the grab bars for balance." "Let me know when you're done so I can assist you."
 If the Patient Declines Help in the Restroom	"I respect your choice. Your safety is very important to us. I'll wait right outside. Please don't lock the door. Use the call light when you're done so I can assist you."
 In the Room / Before You Leave <ul style="list-style-type: none"> Ensure safety and comfort 	"Let's move slowly and carefully back to your exam room." "I'll make sure your call light and personal items are close by." (if applicable to your area) "Can you try the call light to make sure it works?" "Is there anything else you need before I go?"

Best Practices for Fall Prevention

- Room high-risk patients near the nurse station and leave the door open when appropriate
- Keep high-risk patients seated in chair or exam chair in lowest position until the provider is ready
- Offer a wheelchair if the patient appears unsteady or the walk is long
- Use Safe Patient Handling (SPH) equipment when needed
- Limit unnecessary walking
- Check on patients frequently while they wait
- Communicate with your team members who are at risk for falls (use visual cues if applicable)
- Provide patients with a fall prevention handout
- For patients who have history of fainting spells, lightheadedness, anxiety, seizures, nausea, and/or dizziness, ensure a safe environment. (e.g. consider positioning patient supine on their backs, if possible)