

## Honestly Speaking

### Honesty is the Only Policy

Of course we all know how important honesty is. We've been taught since childhood not to tell lies. Well, unless the truth will hurt someone's feelings...or embarrass us...or make someone mad at us. Then, it seems okay to tell a little white lie, a fib, an untruth. And why is that any different for those who work in a professional, medical practice?

**Because, you work in a *professional, medical* practice! That's why!**

Telling little white lies, regardless of how innocent they may seem, can undermine the entire integrity of the practice. If you are ever caught in a fib (and trust us, if you tell fibs, you'll get caught sooner or later) the patient won't know what you are willing to fib about and what you aren't. That's dangerous territory in a *professional, medical* practice.

### Practice Tactful Honesty

Telling the truth (even if it hurts you) doesn't mean that it has to hurt the other person or their feelings. It's part of a socially polite society to be aware and respectful of other people's feelings (that includes co-workers, as well as patients). Follow these guidelines to tactful honesty:

- Consider the other person's feelings above the message
- Begin the message with a positive statement
- Pay careful attention to the body language and facial expressions of the other person to make sure they are comfortable with the message being delivered

Given the guidelines above, write out a truthful, yet *tactful*, way to deliver the message!

**A co-worker has a problem with hygiene and it not only bothers the other office team members, but the patients have mentioned it.** \_\_\_\_\_

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**Another office team member has been overheard discussing very personal information about a patient with another co-worker.** \_\_\_\_\_

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