

😊 (1) Talks to you like an adult

😞 (1) Talks to you like a child

😊 (2) Talks directly to you first

😞 (2) Talks to your family or staff

😊 (3) People explain everything that you sign and ask if you understand

😞 (3) People just ask you to sign or explain it too quickly

😞 (4) Doctors and staff tell everyone about your business

😊 (4) Doctors and staff always ask your permission about talking to anyone

☹️ (5) People treat you like you have no feelings

😊 (5) People are honest about what will hurt

☹️ (6) You are rushed

😊 (6) You do not feel like you are being hurried

☹️ (7) You are not allowed time to make up your mind

😊 (7) People are concerned that you have time to make up your mind

☹️ (8) You are hurried to make up your mind

😊 (8) You are asked to talk to other people

😞 (9) You are not given a choice

😊 (9) Several choices are discussed

😞 (10) Doctor appointments are scheduled without you knowing it

😊 (10) You are always involved in scheduling a doctors visit

😞 (11) People are not concerned about your comfort

😊 (11) People ask how you are doing and if there is anything they can do to help you feel better

☹️ (12) People do not ask or have you involved in feeling better

😊 (12) People are concerned about if you are comfortable and ask for your ideas