|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| B | I | N | G | O |
| Food guide pyramid | Hot, dry skin  | Distraction | HIPAA | Pull hair back  |
| Check facility’s dress code | Ask patient to explain | Well-groomed natural appearance | Empathetic response | Mario’s smile |
| Name badge | Self-motivation | Receiver | Exercise | “I feel dizzy” |
| Hearing impaired | Red nail polish | Blind | Sleep  | Tact  |
| Dependability | The patient states, “ I have a headache” | Culture | “I have lost my patience” | Good fitting shoes with low heels |
| Maintain eye contact | Caring  | Most facilities are “smoke-free” | NPO | Avoids injury & transmission of germs  |