Communication behaviors like greetings and introductions are important for building a rapport with patients. Successful patient-physician relationships offer:

- Higher satisfaction
- Improved health outcomes
- Decreased risk of malpractice claims

### Relative importance of surgeon attributes

- Medical knowledge
- Greeting
- Reputation
- Punctuality
- Appearance

### Survey on initial patient-surgeon interaction

Orthopaedic outpatients

- Important surgeon attributes
- Preferred greetings

### Preferred mode of address

- Hello (Patient’s first name only)

### Preferred surgeon introduction

- I am Dr. (Surgeon’s first and last name)

Patients consider their orthopaedic surgeon’s greeting to be less important than their medical knowledge, but more important than their appearance.