



De-escalation Techniques



- ✓ ***Maintain extra space and respectful posture when approaching***
- ✓ ***Provider maintains access to egress***
- ✓ ***Select one provider to engage with patient***
- ✓ ***Use low tone voice with calm and reassurance***
- ✓ ***Ask the patient's name***
- ✓ ***Do not attempt to touch patient without permission***
- ✓ ***Sit or stand at eye level with patient***
- ✓ ***Empathize with patient symptoms***
- ✓ ***Encourage patient to be part of the decision process and offer options***

If unable to de-escalate, refer to Patient Agitation PG:

Patient Agitation