**SURGEON PATTERN**

- **[Patient name],** please try to keep a bit steadier.
- I know it’s hard because the lights are a bit bright and everything is a bit fuzzy but if you move even a millimeter, remember under the microscope it’s like an earthquake for us up here.
- Just try to relax, sink into the headrest, and just keep listening to what I am saying, I’m walking you through this and it is really very easy…try to relax your shoulders and just lock on to my voice as I help you with this part…

- This is all going to be very easy, no surprises, nothing sudden. Nice and gentle.
- We’re not in a rush at all, we have all the time we need to get this part done just right…

For patients who are particularly jumpy and anxious, you need to increase the amount of talking so that you are literally speaking continuously, repeating the same phrases over and over in rotation. Repeating words of reassurance has a direct calming effect and reinforcement that things are under control and that there is no danger. Stay alert for any small thing that the patient does correctly, and latch onto that and encourage them from there.

Slow things down. Remain calm.