



OUR PLEDGE TO OUR PATIENTS & VISITORS

We CARE

We will BE COURTEOUS

- WE WILL WELCOME YOU WITH A SMILE
- WE WILL STATE OUR NAMES AND USE YOURS WHEN AVAILABLE
- IF WE'RE UNSURE OF YOUR NEEDS, WE WILL ASK IF YOU NEED HELP
- WE WILL ASSIST YOU IN REACHING YOUR NEXT DESTINATION

We will BE ACCOMMODATING

- WE WILL PROTECT YOUR PRIVACY AND DIGNITY BY KNOCKING BEFORE ENTERING A ROOM AND NOT DISCUSSING PRIVATE MATTERS IN PUBLIC
- WE WILL SOLVE PROBLEMS WITHIN OUR AUTHORITY. IF WE CAN'T SOLVE IT, WE'LL FIND SOMEONE WHO CAN
- WE WILL RESPOND QUICKLY, AND WE'LL EXPLAIN DELAYS
- WE WILL KEEP YOUR SURROUNDINGS AS PLEASANT AS POSSIBLE, INCLUDING KEEPING NOISE TO A MINIMUM

We will BE RESPECTFUL

- WE WILL INCLUDE YOU IN OUR CONVERSATIONS
- WE WILL BE ATTENTIVE, GENUINE, AND POSITIVE
- WE WILL TAKE THE TIME TO BE COURTEOUS AND CONSIDERATE
- WE WILL INVOLVE YOU IN DECISIONS THAT CONCERN YOUR CARE

We will EXPLAIN

- WE WILL EXPLAIN AND HELP YOU UNDERSTAND
- WE WILL TAKE THE TIME TO LISTEN AND GIVE YOU OUR FULL ATTENTION
- WE WILL MAKE SURE YOU HAVE THE INFORMATION YOU NEED
- WE WILL EXPLAIN WHAT WE ARE DOING AND WHY WE ARE DOING IT
- WE WILL MAKE EXPLANATIONS BRIEF AND EASY TO UNDERSTAND BY USING LANGUAGE YOU CAN UNDERSTAND

EVMS
MEDICAL GROUP

My Pledge to EVMS Medical Group...

(signature)