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

My Pledge to EVMS Medical Group...

__________________________
(signature)