

Delivering on the

Patient and Family Promise



Give Your Full Attention

Leave personal issues outside the patient's room. Frequently look up from your computer screen and engage patients and their family so they know you are focused on them. Make eye contact.



Build a Relationship

Take 15-30 seconds to get to know the patient and the family. Use open-ended questions to show you value their thoughts and respect their needs. For example, "What questions do you have for me?"



Show Empathy

Treat each patient the way you would want your family member to be treated. Don't act rushed.

Serve You with Kindness and Respect



Our patients and families are our #1 priority. The patient and family promise is what is expected of us every time they visit. These tactics are a reminder of simple things we can do every day to ensure we are making those we serve our highest priority; after all 'It's who we are.'