

THE  
VANDERBILT  
PATIENT AND FAMILY  
PROMISE



**Include** you  
as the most  
important  
member of  
your health  
care team



**Respect**  
your right  
to privacy



**Work with**  
you to  
**coordinate**  
your care

# Our Promise to You

We make those we serve our highest priority.



**Personalize**  
your care  
with a focus  
on your  
values  
and needs

We expect everyone  
at Vanderbilt to keep  
these promises to  
you and your family.



**Communicate**  
clearly  
and regularly



**Serve you**  
and your  
family with  
**kindness**  
and  
**respect**

**We welcome your feedback.** If you have comments or concerns about your care, contact our  
Office of Patient Relations at [PatientRelations@vanderbilt.edu](mailto:PatientRelations@vanderbilt.edu) or (615) 322-6154