

Delivering on the

# Patient and Family Promise



## Be Considerate

Never discuss patient information in public places. Address patients in the waiting area, rather than calling out their name from a distance.



## Show Respect

Knock on the door before entering a patient's room. When phoning a patient ask "Is this a good time to talk?"



## Protect Health Information

Maintain privacy of medical records by accessing only your patient's chart. Make sure computer screens don't display the PHI of others. Double-check contact information before sending to other parties.

## Respect Your Right to Privacy



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.'