

Delivering on the

Patient and Family Promise



Listen to Understand

Defer judgement. Always allow the speaker to finish. Don't interrupt or argue.



Provide Feedback

Reflect by paraphrasing: "What I believe I am hearing is...". Ask clarifying, open-ended questions.



Explain Next Steps

Keep patients and families updated on what you are doing to serve them.



Encourage Use of My Health At Vanderbilt

Explain that patients can engage with their care at My Health At Vanderbilt by refilling prescriptions, messaging directly with their care team, and scheduling appointments.

Work With You to Coordinate Your Care



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.'