

Delivering on the

# Patient and Family Promise



## Have a 'Can Do' Attitude

Focus on what can be done for the patient and family, rather than what cannot. For example: "What will work best for you?" "Let me take care of that for you." "If I can't help you, I know who can."



## Introduce

Introduce yourself, and tell the patient and family your role in their care.



## Set Expectations

Under promise and over deliver. Keep patients and families updated. Follow through. Respond to patient calls or messages within 24 hours.



## Avoid Medical Jargon

Explain diagnoses, tests and procedures in everyday language.



## Check for Understanding

Ask the patient, caregivers, and family members to explain to you in their own words what they understand about the information you provided.

## Communicate Clearly and Regularly



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.'