

Partnering with you for your best health



We will:

Share information about your health in a way that you understand

- We listen to your concerns and discuss your diagnosis in words you can understand. We outline a plan of care. We discuss medicine changes, doses, and important side effects. We also explain procedures and tests, highlighting their benefits and possible complications. We review all test results with you so that you understand what they mean. We do our best to meet your medical, physical, and emotional needs.
- We have interpreters for many languages and for the hearing impaired to help you during healthcare discussions. This is a free service. Please let our staff know if you need an interpreter.

Offer choices about your care including what should be done and what should not be done

- Our team works with you and any other people you want to include to achieve your best health. If you see more than one provider, we make sure they are all aware of your unique healthcare needs. We work together to make your care between providers smooth and stress-free.
- We follow the highest ethical standards by telling you about the risks, benefits, and alternatives to treatments.

Tell you about any financial ties we have with drug and medical companies

Treat you with respect, including the right to privacy and confidentiality

- We treat all patients with kindness and dignity. We respect cultural, religious, and personal beliefs.
- We do our best to be timely, attentive, and patient focused. Our providers keep personal information, business matters, and complaints in strict confidence. We follow the highest standards of professional behavior at all times.

Provide compassionate, safe, quality care delivered by skilled staff, including doctors, physician assistants, nurses, and other members of our team

- We do our best to provide healthcare that is safe, effective, and patient-centered. We practice evidence based medicine and follow the latest clinical guidelines. We continually review, measure, and improve our patient care processes.
- Our providers attain board certification, as well as state and national licensures, and attend medical education programs to make sure that the latest in training, treatment, and technology are available for the community. Our partnerships with higher education help to make sure that the next generation of healthcare providers is informed, compassionate, and community-focused.

We ask that you:

- Give true and complete information
- Be an involved and informed member of your healthcare team
- Follow plans of care that you agree on with your healthcare team, which includes taking medicines and keeping appointments
- Pay promptly for the healthcare that you receive
- Respect the rights of other patients, families, and staff

If you have a concern or need, please talk to your doctor, nurse, or the office manager. In most cases, we can resolve the matter quickly and effectively. If your matter needs more attention, please call the Service Excellence department at 814.234.6706.