

## **PRACTICE CORE VALUES**

There are certain ways we differentiate our Practice so that we can achieve our mission for our staff and the patients of this community. We have established certain values and we hire staff members who have these attributes. In this way we can create a positive work environment for our staff and a first class experience for our patient. These core values, or attributes, that we have listed below will serve as your guidelines for decision making and behavior. Most staff members find that adherence to these attributes lead them to succeed and thrive in this Practice.

### 1. Attitude

A positive attitude helps everyone overcome the obstacles faced by every person in any business. Looking at the strengths and focusing on the good in people and the Practice will make this a place that patients want to receive their care.

### 2. Common Courtesy

The golden rule taken one step further: Treat patients in a manner that you would like your family to be treated. Think of taking your parent or child to the doctor and the expectations you have from your practitioner. Provide that for our patients. Treat other staff members with respect and dignity like you would like them to treat you.

### 3. Dependable

You were hired to serve a critical role in this Practice. Staff and patients need to rely on you to do what you have committed to do and be where you are supposed to be.

### 4. Forward thinking

As a medical practice we are constantly advancing in technology and processes. If you readily embrace change and look for continuous improvement opportunities you will fit well in our Practice.

### 5. Integrity

Honesty is always the best policy and making the commitment to do the right thing always will lead to success in the Practice and personal satisfaction.

### 6. Acceptance

Differences in approaches and people enhance a practice and help us to make better overall decisions. Learning to look at things from another's perspective as well as learning to accept things that we cannot change will bring harmony and progress to our Practice.

### 7. Accountable

We make decisions every moment of every day. Taking responsibility for the decisions we've made, accepting that sometimes the decisions were wrong, and be able to learn from the past in order to make a better future is a necessity.

### 8. Gratitude

It is easy to fall into a routine and begin to take each other and the privileges we have for granted. Remembering to take the time to be grateful for the positive aspects of the Practice will help you and your coworkers appreciate what you have and continue to work to improve the Practice.