

PATIENTS *are* FIRST



During your stay, our goal is to ensure your comfort and safety. As your care providers, we will:

- Introduce ourselves to you and explain our roles
- Listen and respond to your needs and questions
- Partner with you to plan your care
- Let you know what to expect before you receive any treatments
- Fill out the whiteboard every nursing shift
- Talk with each other at your bedside when we change shifts to keep you informed
- Do everything we can to help you with your pain
- Check in (“round”) on you regularly
- Let you know when we will be back when we leave the room
- Create a safe, healing environment and do our best to reduce noise
- Wash or gel our hands before we care for you
- Check your identification (ID) band before giving you medicines or treatments