

NorthShore University HealthSystem (NorthShore) Medical Group physicians are committed to delivering the highest quality care. In the provision of that care, we further commit to demonstrate the following Service Values in all interactions with our customers— namely, *patients and their families, practice team members, and physicians.*

1. Empathetic Relationships with Our Patients:

- Interact with our patients in a manner that builds high loyalty.
- Provide access to care based on our patients’ emotional as well as clinical needs.
- Provide timely response to our patients’ requests for communication about concerns and test results.
- Demonstrate flexibility in accommodating scheduling changes and delays resulting from controllable and uncontrollable factors.

2. Supportive Interactions with Practice Team Members:

- Contribute to an environment where physicians and staff work well together.
- Demonstrate respect for practice team members as individuals and as participants in the care of each patient.
- Engage in two-way communication with the practice team in a positive, approachable and constructive manner.

3. Collegial Rapport with Physicians:

- Accept responsibility for building referral relationships with NorthShore Medical Group members to support mutual group success.
- Accept and provide feedback to colleagues to strengthen our network and enhance the patient experience.
- Meet NorthShore Medical Group standards for timely access to referred patients and timely communication of patient information.
- Interact with practice partners in a manner that demonstrates respect for the role each of us plays in the success of our practice and NorthShore Medical Group.
- Appropriately acknowledge and disclose unexpected outcomes to support effective resolution and continuous quality improvement.

As a NorthShore University HealthSystem Medical Group partner, I am responsible for demonstrating the Physician Service Values.