

HAMBLEN PEDIATRIC CODE OF COMMITMENT TO OUR PATIENTS

- **We are all patients ourselves. We treat our patients as we would want to be treated – with dignity and care.**
- **Our patients don't interrupt us; they are the reason we exist in the first place.**
- **Our patients are not just "add-ons", they are the most important people in our day.**
- **Our patients are not an interruption when they call or visit; they are doing us a favor.**
- **Our patients are not medical record numbers; they are human beings who deserve respect, courtesy and professionalism.**
- **Our patients are not dependent on us; we are dependent on them.**
- **Our patients are not people we "arrive" and "check-in" at the practice, we warmly greet them.**
- **Our patients have a choice; we recognize and appreciate that they chose us.**
- **Our patients aren't just more work to do; they honor us by allowing us to provide care to them**