






Service Standards




Mott Children's Health Center CARES about our CHILDREN and families.

We will be...




COURTEOUS

-  We will be polite whenever we communicate- in person, in writing, by phone, fax, or e-mail.
-  We will call you by name, when we know you.
-  We will introduce ourselves by name and role.




HELPFUL

-  We will notice when you look confused or lost and will stop to help.
-  We will walk you to your destination, instead of just giving directions.
-  We will value your time and will work to meet your scheduling needs.



INVOLVED

-  We will treat you as partners and members of the health care team.
-  We will invite and answer questions.
-  We will assist you in obtaining other needed community services.




LEADERS

-  We will maintain a clean and safe environment for you.
-  We will provide care that is up to date and appropriate for your child.
-  We will provide competent, qualified, professional, and knowledgeable staff to serve you in child-friendly surroundings.




DEPENDABLE

-  We will protect the confidentiality of information. We will limit discussions of confidential information to appropriate, private locations.
-  We will assist you in obtaining other needed MCHC services.

RESPECTFUL

-  We will respect your dignity and will show consideration in our words and actions.
-  We will anticipate, explain, and apologize for any delays.
-  We will take the time to listen and give you our full attention.

EFFECTIVE

-  We will provide excellent care that is fair and responsive to your needs.
-  We will explain plans and procedures in words you will understand.
-  We will provide follow-up on referrals made.

NON-JUDGMENTAL

-  We will respect differences in values, cultures, beliefs, and ages, and will incorporate our awareness of diversity into all daily practices.

The inspiration for the design and text of this work came from the Cincinnati Children's Hospital Medical Center's Perioperative Team CARES booklet.

