



Women's Care Florida

Exceptional Women's Care for Every Patient, Every Time

PHYSICIAN CODE

Our Mission is to improve the health of our communities through a caring partnership with patients, physicians, and employees. Our goal is to offer quality services that set community standards and exceed expectations in a caring, convenient, affordable, and accessible manner.

Our ability to successfully fulfill our Mission is dependent on physicians. The way we treat patients, colleagues, and staff will set the tone for how care is delivered. We can expect better from those around us only when we do better ourselves and lead by example.

We seek to create ideals that define the type of physician who works for Women's Care Florida. Most importantly, we seek to provide an atmosphere to help physicians flourish professionally and personally, and to create a group that is defined by providing exceptional care to its patients, staff, and fellow physicians.

As Physicians of Women's Care Florida we will exemplify the following attributes of professionalism.

- **Accountability:** Taking responsibility for our behavior.
- **Place Patient First:** The patient's best interest will guide our behavior.
- **Excellence:** We commit to continuous improvement, life-long learning and the advancement of knowledge.
- **Moral Behavior:** Respect, compassion, empathy, honor and integrity.

RELATIONSHIP TO PATIENTS

We will:

- Treat patients with respect and dignity.
- Learn about the person as well as the condition.
- Work together with our patients as a team.
- Strive to make each patient feel as though she is our only patient.
- Make patients feel that we are always on their side because effective care can never be delivered in opposition.

- Engage, listen, and clearly explain issues to our patients so that time spent with us exceeds their expectations.
- Aim to return phone calls promptly.
- Thank patients for waiting if we are running late.
- Earn patients' loyalty through our behaviors.

RELATIONSHIP TO STAFF

We will:

- Treat staff with dignity and respect.
- Work to lead a team where our philosophy, integrity, commitment, compassion, and caring is observed by those around us.
- Strive to make others better by expecting more of ourselves.
- Influence and communicate with those around us in a positive and cooperative way.
- Thank and recognize those who allow us to do what we do.
- Look for opportunities to do things better.
- Listen to the input of others and take an active ownership role to implement change.
- Educate rather than criticize.
- Work to be leaders who are respected because of our actions.

RELATIONSHIP TO PHYSICIANS

We will:

- Treat our colleagues with respect.
- Communicate effectively with each other to enhance continuity and quality of care.
- Look for the good in others and share these views with patients to improve perception and experience with Women's Care Florida physicians.
- Foster the spirit of teaching and learning from each other.
- Look for opportunities to make each other better.
- Encourage fun and interaction amongst colleagues both in and out of the workplace.
- Honor the uniqueness of others.
- Treat our colleagues in the way in which we want to be treated.
- Give a helping hand should someone need it.

Physician Name