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Novant Service Standards

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| **Across**  **4.** We recognize every person is different.  **6.** We support each other so that together we can be successful in the eye of the customer as a quality service provider.  **8.** I will be there for you in the way that you need.  **9.** Patient/Order/Procedure/Side  **10.** We, the employees of Novant Health and our physician partners, will deliver the most remarkable experience, in every dimension, every time.  **11.** I will honor you as an individual.  **12.** We do what we can to make things right when the customer experiences a service breakdown. | **Down**  **1.** We strive to grow personally and professionally, and we approach each service opportunity with a positive, flexible attitude.  **2.** I will be fully present and attentive when I am with you.  **3.** I will think ahead and go the extra mile for you  **5.** We treat our customers and their families, staff and other healthcare providers as family members by showing them kindness, patience, empathy and respect.  **7.** We act boldly in making the changes necessary to achieve our mission, vision and promise of delivering remarkable healthcare. |