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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. |