

KCA NEUROLOGY

FRANKLIN | HERMITAGE | CLARKSVILLE

BE KIND POLICY

At KCA Neurology we are committed to providing the highest quality healthcare services in an atmosphere of kindness, empathy, and mutual respect. This policy outlines our expectations for all individuals who visit or work at our facility.

Our Commitment:

Kindness: We are dedicated to treating every patient, staff member, and visitor with kindness and compassion. We recognize that medical situations can be stressful, and we strive to create a warm and supportive environment.

Respect: We respect the dignity, autonomy, and individuality of each person. This includes respecting patients' cultural, religious, and personal beliefs, as well as their privacy and confidentiality.

Patient-Centered Care: Our staff members are committed to delivering patient-centered care, considering the unique needs and preferences of each patient.

Professionalism: We expect our staff to maintain the highest levels of professionalism, including punctuality, respectful communication, and adherence to confidentiality and ethical standards.

Expectations for Patients:

Respect for Staff: We ask that patients and their accompanying individuals treat our staff with courtesy and respect. Verbal or physical abuse will not be tolerated.

Timeliness: We request patients to arrive on time for their appointments to ensure a smooth flow of care for all patients.

Communication: Clear and open communication is vital for effective healthcare. Patients are encouraged to ask questions, express concerns, and provide relevant information to their healthcare providers.

Feedback:

We value feedback from patients and staff to continuously improve our services and maintain our commitment to kindness and mutual respect. Please feel free to provide feedback through our established channels.