Delivering on the
Patient and Family Promise

**Listen to Understand**
Defer judgement. Always allow the speaker to finish. Don’t interrupt or argue.

**Provide Feedback**
Reflect by paraphrasing: “What I believe I am hearing is…”. Ask clarifying, open-ended questions.

**Explain Next Steps**
Keep patients and families updated on what you are doing to serve them.

**Encourage Use of My Health At Vanderbilt**
Explain that patients can engage with their care at My Health At Vanderbilt by refilling prescriptions, messaging directly with their care team, and scheduling appointments.

Our patients and families are our #1 priority. The patient and family promise is what is expected of us every time they visit. These tactics are a reminder of simple things we can do every day to ensure we are making those we serve our highest priority; after all ‘It’s who we are.’