

Everyone's a VIP

Desktop Guide

*"Enhancing Every Interaction.
Every Patient. Every Day."*



EMPATHY



ACTIVE LISTENING



EXCELLENCE



SERVICE

LAST MODEL

- L** - Listen
- A** - Apologize
- S** - Solve
- T** - Thank

THINK MODEL

Is it.....?

- T** - True
- H** - Helpful
- I** - Inspiring
- N** - Necessary
- K** - Kind