



MINNESOTA
GASTROENTEROLOGY, P.A.

Premier Gastroenterology Care

What is **EXTREME Patient Care?**

Minnesota Gastroenterology promotes a culture in which staff go above & beyond for every patient every time through our **EXTREME** expectations:

- E – Energized:** *be positive and upbeat · speak with a smile · use eye contact*
- X – Xceptional:** *go beyond what the patient expects · follow up and follow through*
- T – Thankful:** *be appreciative · say thank you · be sincere · gratitude brings happiness*
- R – Respectful:** *introduce yourself with your title · use the patient's name · explain the process*
- E – Empathetic:** *be a good listener · acknowledge delays, inconvenience, discomfort and concerns*
- M – Memorable:** *be personable · treat every patient as a guest · ensure the patient feels cared for*
- E – Efficient:** *have respect for the patient's time · communicate expectations · ask questions to ensure you've full taken care of the patient*

Every patient can expect **EXTREME** care when they visit Minnesota Gastroenterology. If we exceed or fall short of expectations we encourage patients to provide us with feedback. Our team only wins when they work together to produce the best outcomes for our patients.

