

A Patient

A patient is the most important person ever in this office, either in person or otherwise.

A patient is not dependent on us. We are dependent on her/him.

A patient is not an interruption of our work, but the purpose of it. We are not doing the patient a favor by serving; she/he is doing us a favor by giving us the opportunity to do so.

A patient is at the center of our practice; not on the outside.

A patient is not a cold statistic a name on a chart, an insurance claim or a computer. She/he is a flesh and blood human being, with biases, prejudices, feelings and emotions like our own.

A patient is not someone to argue with; nobody ever won an argument with a patient.

A patient is a person who brings us her/his needs and values. It's our job to satisfy them with tender loving care and to do so profitably to the patient and to our practice.

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