

WE HAVE AN AGENDA

(centered around you)



For years, St. John Health has provided compassionate care and customer service to patients and families throughout southeast Michigan. It's what we're here for. It's what we were called to do.

Today, we're proud of our customer service heritage and want our patients and other customers to know how much we care. That's why we developed CarePromises – a set of eight customer service promises based on what we've learned is most important to you.

Everyone at St. John Health is adopting the CarePromises as their daily, standard practice. The promises are more than words on a piece of paper. They are pledges to our patients and to each other – and we take them very seriously.

Why? Because when you need medical care, we know the little things matter. A smile. A soothing word. A helping hand. Whenever you need it.

At St. John Health, we promise to show you how much we care – every day and in every interaction.



**As St. John Health Associates,
we promise to...**

- CarePromiseSM #1 Provide safe care and a safe environment for you.
- CarePromiseSM #2 Establish a meaningful connection with you.
- CarePromiseSM #3 Personally inform you about your care, respecting your cultural needs.
- CarePromiseSM #4 Involve you in decisions about your care, in terms you will understand.
- CarePromiseSM #5 Be timely and efficient in responding to your concerns.
- CarePromiseSM #6 Work with my team to make sure you are top priority.
- CarePromiseSM #7 Welcome you with a clean and friendly environment.
- CarePromiseSM #8 Pay attention to the needs of your loved ones...so your family is part of our family.

FROM THE TECHNOLOGY YOU'D EXPECT TO THE COURTESIES YOU DESERVE.

CarePromises...only available at St. John Health.
It's just another example of **Real Medicine**.
Call **888-440-REAL** for a physician near you.



IT'S YOUR HEALTH

At St. John Health, we believe good communication is an important part of customer service. That's why we make an effort to listen to you...and understand you. Here are a few things you can do to get the most out of your healthcare experience:

ASK QUESTIONS – There are no silly questions when it comes to your health.

WRITE IT DOWN – Ask your doctor to write down any instructions he or she may have for you. Take notes if you need to.

DO RESEARCH – Ask your doctor for additional information, or ask what other resources he or she suggests you consult if you have questions later.

VIEW YOUR HEALTH AS A TEAM EFFORT – Your doctor isn't the only available source of information. You can ask nurses and pharmacists questions too.

YOU ARE HERE

(that's why we're here)

Everywhere you look in southeast Michigan, you'll see St. John Health. With eight hospitals and over 100 facilities – including medical centers, doctor's offices and treatment centers – there's a St. John Health facility ready to give you the care you need, when you need it.

St. John Hospital & Medical Center

22101 Moross
Detroit, Michigan 48236
313-343-4000

St. John North Shores Hospital

26755 Ballard Rd.
Harrison Township, MI 48045
586-465-5501

Providence Hospital

16001 W. 9 Mile Rd.
Southfield, Michigan 48075
248-849-3000

St. John Oakland Hospital

27351 Dequindre
Madison Heights, MI 48071
248-967-7000

St. John Detroit Riverview Hospital

7733 East Jefferson Ave
Detroit, MI 48214
313-499-4000

St. John River District Hospital

4100 River Rd.
East China Township, MI 48054
810-329-7111

St. John Macomb Hospital

11800 E. 12 Mile Rd.
Warren, Michigan 48093
586-573-5000

Brighton Hospital

12851 E. Grand River Ave.
Brighton, MI 48116
888-215-2700



CALL SOMEONE WHO CARES

(here's the number)

Whether you need an annual physical or treatment for a life-changing diagnosis, St. John Health can help. We have 20,000 talented and caring professionals – doctors, nurses and staff – all waiting to help you. Call us at 1-888-440-REAL to find a great doctor in your area. We'll even make the first appointment for you!

**Call St. John Health Connect at
1-888-440-REAL from 8 a.m. to 5 p.m.**

FIND A PHYSICIAN

(online...24 hours a day)

It could be the middle of the afternoon or the middle of the night. We're here to help you find a great physician in your area. Just visit www.realmedicine.org and use our online physician directory to find a physician that's right for you. Search by name, by specialty, by hospital affiliation, by gender. We make it easy. Want a doctor who speaks another language as well as English? No problem. You can even search by language.

Once you've found a doctor that's right for you, request an appointment online 24 hours a day.

And while you're visiting us on the web, take a few minutes to build your own Personal Health Page. It lets you store a personalized list of doctors, conditions, bookmarks and other health information. Plus, you can:

- Take a Two-Minute Heart Check
- Take a Cancer Risk Assessment
- Pay health care bills online
- Pre-register for services

www.realmedicine.org

**At St. John Health, that's what
we call REAL MEDICINE.**



10/05 5M 001

WE CARE

(we promise)

ST. JOHN HEALTH
*CarePromises*SM



REAL MEDICINETM