



## DELIVERING COMPASSIONATE CARE AT SSMC

### Purpose

To deliver safe, high-quality, and compassionate care centred around human needs.

### Principle

Your care is our commitment.

### Credo

Every interaction matters – we listen with empathy; we care with compassion.

## 3 Steps of Service

Delivering exceptional service with sincerity and attention to detail is everyone's role.



### Remember:

#### 1. A Warm and Sincere Greeting

- Welcome patients with a smile, eye contact and a friendly tone.
- Use the patient's name to create a genuine and authentic connection.

#### 2. Anticipate Needs

- Be proactive and accommodating, identify and fulfil patient and family needs before they express them.

#### 3. Fond Farewell

- Conclude with a warm goodbye, and wishing the patient well, using their name.
- Ensure patients leave feeling valued, heard and cared for.

