

RESPECT at New York–Presbyterian

At NYP, every person and every role counts. We will treat everyone as a valued human being, considering his or her feelings, needs, ideas, and preferences. We will honor everyone's contributions to creating a healing environment for our patients and families.

Our CREDO

As a member of the NYP community:

I believe

- » Every individual who comes to us for care and who works here, deserves my courtesy and respect
- » Every contact with a patient or co-worker is a chance to build a trusting relationship
- » It is my responsibility to honor our commitment to *We Put Patients First*
- » Teamwork and clear communication are necessary for providing the highest quality care
- » Every team member contributes to NYP's success

I will

- » Treat others as they want to be treated, with kindness, courtesy, and empathy
- » Show respect in my words, actions, communication, and body language
- » Listen to and respond to patients, families, and colleagues
- » Do my best to assist a patient or colleague asking for help
- » Assume the best of others and give them the benefit of the doubt
- » Be open to the ideas of others and handle differences of opinion constructively
- » Hold myself, my colleagues, and my team accountable for our work
- » Help foster an environment of professionalism, openness, and high ethical standards

I will not

- » Speak or act disrespectfully toward anyone
- » Engage in or tolerate abusive language and behavior
- » Speak negatively about patients or colleagues, especially in front of patients and visitors
- » Create an environment in which people are afraid to bring forward concerns or issues of safety
- » Act irresponsibly with NYP resources

We are
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