



North Shore Private Hospital – People caring for People

This is my commitment to you:

Respect

I recognise and respect your rights as an individual:

- ✓ I only discuss patients and staff in appropriate settings with appropriate people
- ✓ I acknowledge and respect your right to privacy and confidentiality
- ✓ I respect my colleagues' contribution to the team

Connection

I connect with the team, patients, visitors and colleagues by acknowledgement and communicating appropriately:

- ✓ I begin all communication with eye contact, an introduction and an open, receptive manner
- ✓ I take time to listen and I respond to what I hear
- ✓ I involve the patients in all aspects of their care

Leadership

I demonstrate leadership and am accountable for my actions:

- ✓ I take a lead role in meeting the needs of patients, visitors, colleagues and my team
- ✓ I adapt to meet the challenges of my role

Professionalism

I act in a professional manner at all times with the team, patients, visitors and colleagues:

- ✓ I am competent in my role
- ✓ I support my colleagues
- ✓ I present professionally