

FACULTY PRACTICE GROUP - AMBULATORY CARE SERVICES

INTRODUCTION

The contents of this administrative manual for ambulatory care facilities are based on federal regulations and the published standards of the joint commission accreditation manual for ambulatory care. State and local regulations are included where appropriate.

A collaborative effort of the Faculty Practice Group (FPG), Ambulatory Physician Clinical Administrators (APCA), Departmental Chief Administrative Officers (CAO), Clinic Managers and the Enterprise Ambulatory Council (EAC) have developed this resource that serve to support our patients as real people who are very important to us. This manual is designed to share with you the perspectives of our patients and what we all can do to make a real and positive difference in the care they receive and their experience at UCLA. It is intended to review our shared vision for great service, our values and what it is like to be a patient.

The cornerstones of providing the best patient care and experience include not only state-of-the-art clinical care, but also systems, which work well to serve the patient, along with the relationships and “true connections” which we establish and maintain with patients and their families. In addition, there is the “UCLA way” *of doing things-- the right of which are based on shared beliefs*, values and behaviors that make our strengths even greater.

As a member of the UCLA Health System Team, it is vital to realize how individual interactions directly influence how effectively our health system works; how it is valued and also how individual service contributes to the well being of patients and colleagues.

This manual is to serve as a reference to ensure individual performance expectations such as consideration; respect, understanding and courtesy are the same expectations one would want for themselves. It is meant to encourage a personal pledge to the UCLA Health System is to conduct ourselves in a manner that will be a model of caring for our team and others.

It is important to understand that our patients and their families are not an interruption of our work--they are the reason we are here. Since many patients come at a time when they are uncertain or anxious, we are committed to provide a warm welcome, to listen carefully, to respect their privacy, and to calmly and quickly respond to their concerns. Above all, we must treat patients and their families with the courtesy and respect that we would expect for our own family members.

DISCLAIMER: The information provided is a service to our clients, however does not constitute legal advice. Every attempt is made to provide accurate information and interpretation of regulatory standards.