

# AMC CORE VALUES

## 1. Positive Patient Experience

### a. Quality care

- Our patients can expect to do more (i.e., functional improvements) and/or experience pain reduction from our services. Our patients feel we are desirous for them to achieve optimal services and results by utilizing our integrated treatments as individually appropriate. We strive to provide treatments offering the most successful outcomes and educate our patients about why they are prescribed their treatment plan.

### b. Customer Service

- Patients consistently report a welcoming and organized atmosphere in our clinics in which they are spoken to politely and seen timely for services. We are responsive and polite to patients contacting us by phone or internet and follow through on resolving any needs they may have.

## 2. Achievement Focused

### a. Accountability to performance measures

- We believe in measuring our performance and using innovation and creative problem-solving to remove barriers to improvement. We believe in holding ourselves and our members accountable to high performance standards.

### b. Business success

- We accept that improving our overall employment conditions is dependent upon our being financially successful as an organization. Operational decisions should make financial sense.

## 3. Teamwork

- We strive to complete our individual responsibilities and then offer assistance to our co-workers. We set aside individual tasks to work together on more urgent, higher priority items. In our patient interactions, we do not place blame on other team members or departments for errors.

## 4. Reduce Waste of Efforts and Resources

- We value efficiency and look for ways to simplify our work processes. We value the conservation of our staffing and financial resources. We seek ways to make our co-workers' jobs easier and to avoid wasteful expenditures. We seek solutions to problems that are sustainable and not reliant on any individual member whenever possible.