

# THE HENRY COUNTY HOSPITAL

## *Difference*

### Henry County Hospital

provides quality healthcare and wellness services while emphasizing personalized patient care and excellent customer service.

*As our patient, you will receive:*

### A WARM WELCOME

- We will introduce ourselves to you and your visitors to ease your anxiety
- We will explain all tests and procedures ensuring questions are answered
- We will give the anticipated duration for your expected service
- We will create a comfortable patient care experience
- We will escort you and your visitors to your destination for service

### CLEAR ASSESSMENT & EDUCATION

- We will provide a comprehensive assessment of your health and wellness
- We will listen to you to understand your needs
- We will educate you to:
  - Reduce fear and anxiety
  - Prepare for care at home
  - Understand the next steps in your treatment plan
  - Understand your financial obligations
- We will include your support system in your plan of care

### PERSONALIZED SERVICE

- We will help you navigate the healthcare system
- We will create a plan of care that is specific to you
- We will deliver excellent services close to home to meet your needs
- We will provide personalized service according to your preferences
- We will offer best in class providers and technology for your care

### CONTINUITY OF CARE

- We will make a follow-up phone call after discharge to continue care at home
- We will listen to feedback from you to improve the patient experience
- We will schedule follow up visits
- Henry County Hospital will be your partner for life