

Our Values

We are committed to providing quality patient care in a cost-effective manner and to providing our employees a workplace that promotes high ethical and professional standards.

- We recognize that our customers are not just our patients, but employees, providers, community, business associates and regulatory agencies.
- We treat all of our customers with concern, kindness, respect and honesty.
- We act openly and honestly in all our dealings.
- We follow not just the letter but the spirit of all agreements, contracts, and controlling regulations.
- We encourage ethical behavior and integrity by providing a way for customers to express their concerns and suggest corrective actions.

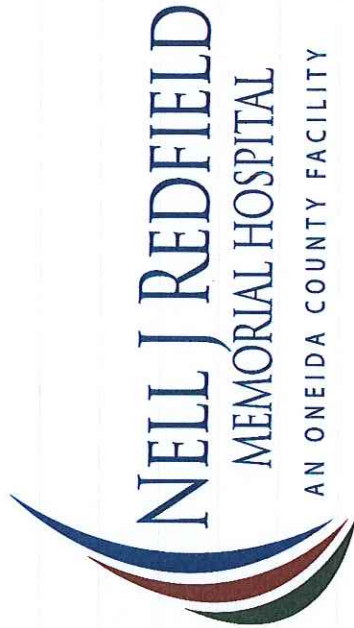
“Discuss it with John” is part of our plan to include you in improving our facility and services. We want your input on the solutions.



“Our hearts are here with you”

Help us improve what we do.

Your opinion matters to John, please feel free to tell us what you think of our services and share your experience with us.



“Our hearts are here with you”

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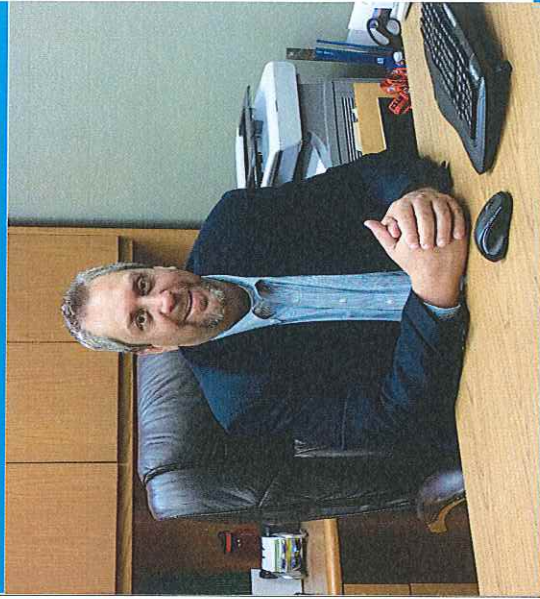
Visit us at:

www.oneidahospital.com



Discuss it with John

- Compliments
- Concerns
- Complaints



John Williams CEO



“Our hearts are here with you”

Please tell us what you think. The Nell J. Redfield Memorial Hospital, Oneida County Long Term Care, Home Health and Clinic staff are committed to making your health care experience as positive as possible. Your opinion counts! If you notice something we can improve upon, please let us know so we can begin correcting the problem right away.

Did we do something special? If we did something that exceeded your expectations we would also like to hear from you!

Today's date: _____

Complete this form and drop it in the drop box located inside the hospital lobby. You may also mail this form to John Williams CEO, P.O. Box 126, Malad, ID. 83252. If you prefer to call us, leave a voicemail at 766-5359 or call to make an appointment to meet with a facility representative. Concerns may be submitted anonymously, but please be as specific as you can so your concern can be addressed.