

At AccessNurse, our purpose is to support each client's core mission through adherence to uncompromised standards and unfaltering compassion.

AccessNurse is proud to be a national leader for medical call center solutions, driven by our commitment to quality and supported by our innovative technology.

PURPOSE PROMISE VALUES

To improve the experience of our provider clients and patients as we:

- Triage and advise patient callers to ensure they receive the most appropriate level of care
- Free providers and staff from distractions so they can focus on direct patient care
- Invest in learning and development to promote clinical growth and enhance service delivery
- Foster an environment where continuous improvement is a shared priority

In order to preserve our culture of service excellence in a rapidly changing world, AccessNurse embraces three values that affirm our dedication to our clients in everything we do.

- 1. *We act with integrity.*** We hold ourselves to uncompromising legal and ethical standards as we act as an extension of your care team.
- 2. *Every patient has a voice.*** We value every caller as an individual who deserves a clinically correct and caring response. We strive to ensure each encounter is a positive experience - that ultimately adds value to their relationship with the client. We consider a positive patient experience a success for us and measurable value for clients.
- 3. *We take care of our own.*** Our commitment to provide exceptional care also extends to our staff. AccessNurse supports and empowers our employees to ensure they excel in their roles while giving them opportunities to grow and succeed in their careers.