



Delaney Radiology

THE DELANEY RADIOLOGY SHARED PURPOSE

By blending our collective talents, we strive to serve and educate our patients with compassionate and dedicated care, always seeing each of them as an individual: every test, every person, every time. This is the Delaney promise.

CORE VALUES & BEHAVIORS

Communication, Professionalism, Appreciation, Accountability, Accuracy, Compassion, and Dependability

Communication

- We value proactive, open, honest, attentive two-way communication with our patients, colleagues and leadership, always keeping the patient's needs at the forefront.
- We listen and give careful consideration to the ideas of other team members, refraining from judgmental attitudes.
- We encourage "team Delaney think" versus individual "department think" to minimize barriers and support a collaborative environment for all.

Professionalism

- To best serve our customers, we pay attention to details, standardize processes and protocols, and take responsibility for delivering a consistent experience.
- We are aware that our body language, eye contact, tone of voice and overall appearance represent more than ourselves and strive to maintain a sense of composure and friendliness in all interactions, no matter what is happening in our personal or professional lives.
- We collaborate, educate and share information with colleagues so they are equipped to take responsibility for addressing customer questions.

Appreciation

- We take the time to recognize and acknowledge when team members have gone above and beyond the expected, both verbally and with tokens of appreciation.
- We demonstrate appreciation for our customers – referring offices as well as patients – by thanking them for choosing Delaney as often as we can.

Accountability

- We take responsibility for doing the right thing, because it is the right thing—even when it is difficult and when “no one is looking.”
- We maintain a focus on team goals and needs rather than our individual “job descriptions,” putting the team’s best interests ahead of our own.
- Associates take responsibility for obtaining accurate information – getting the right information at the right time – to ensure that patients have a seamless experience.
- We own our mistakes, and welcome feedback and constructive criticism from others with a positive attitude that fosters learning and growth.

Accuracy

- Because we are trusted with a person’s most important asset – their health – accuracy and attention to detail is a must.
- We collaborate internally, as well as with referring offices, to obtain appropriate details and documentation to ensure that our patients get the best possible care.
- We commit to ongoing education across all departments to improve our skill sets, knowledge base and accuracy, so we can appropriately address customer questions.

Compassion

- We consistently and genuinely demonstrate that we care, so that each patient feels like the only patient.
- We give patients our full attention, actively observing and listening so that we can understand, anticipate, and meet their needs.
- We understand that our team members have lives outside of Delaney and we may not always know what they are dealing with. As such, we strive to be a support system for them both professionally and personally.

Dependability

- We “show up” for our patients and Delaney team members every time, always aiming to do what we are asked to do, when and how we are supposed to do it.
- We “share the load,” taking the initiative to identify and anticipate times when our colleagues need assistance and stepping-in to help without being asked.



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1025 Medical Center Dr. Wilmington, NC 28401

910-762-3882

info@delaneyrad.com

www.delaneyrad.com