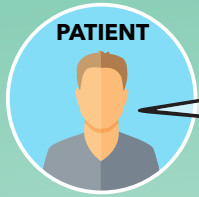




Accepting Gratitude

Hear Gratitude



"Your team was so wonderful. Thank you for all you did for me."



"You're welcome. We're happy to do everything we can to make this a great experience for you."

Accept Gratitude



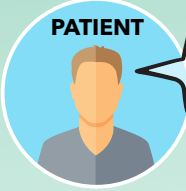
Introduce to Philanthropy Colleague



"That's really generous. Thank you. There are many ways you can help! May I introduce you to my colleague in Philanthropy who knows all the ways you can help our team and get involved with our unit?"



Listen for Desire to Give Back

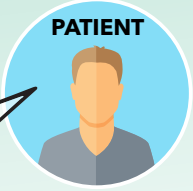


"Is there anything I can do to help you or your team?"



Patient says YES!

YES!



Now what do you do?

Contact a philanthropy officer, with the **patient's name***, via:



Send email



Make a call



Use the Gratitude App



Visit us online

Then what happens?

The philanthropy officer will contact you before contacting the patient, to learn more about the patient's experience and discuss the best time to make contact.

*Please remember HIPAA compliance. Do not share diagnosis or protected healthcare information (PHI) with your Philanthropy colleague.