Providing the best possible care for our community is the foundation of everything we do at Inspira Health Network. To meet that goal, it is essential that our doctors, nurses and staff focus on clinical excellence and safety for every patient, every time.

Every health provider should follow these two guiding principles, but there’s a third that I think is equally important: providing exceptional customer service. Managing health care for ourselves and our families can cause a lot of anxiety. Navigating your way through the treatment and care you need is often overwhelming.

That’s when going the extra mile to impress our patients with kindness makes an enormous difference. It can not only provide comfort, but also reduce anxiety and help patients focus on healing. At Inspira, we like to call it creating a “wow” experience. In fact, we ask every one of our employees to make—and keep—a promise to our community: to deliver quality care in a safe environment while using every resource to exceed our patients’ expectations.

Whether it’s in our medical centers or one of our many outpatient facilities, we’re focused on exceeding expectations for everyone that connects with us. That includes our neighbors using our “My Inspira” smart phone application to access medical records, browsing our website to schedule an appointment, or calling 1-800-INSPIRA to speak with our access center.

We recently introduced a new service in our access center that I’m very excited about: the Inspira Health Concierge. This new program is designed to make it even easier to find the health care you need. Our access center staff schedules appointments and helps our community connect with doctors and convenient locations. But now with our health concierge program, we are offering our patients even more.

When you call 1-800-INSPIRA from 8:30 a.m. to 5:00 p.m., you can speak to one of our friendly health concierges to help coordinate medical needs for both you and your family. Our concierges are also nurses, so they have the expertise to answer a variety of your health questions.

If you’re generally healthy, you may be wondering when or if you’ll need a service like this. But if you’re like me, at some point in your life you have left a visit with your doctor needing several tests and follow up appointments. It can be overwhelming.

That’s when it is comforting to rely on our health concierges to help coordinate your care, answer your questions about tests and appointments, and schedule expedited appointments in a location that is most convenient for you. And, they can also assist with your paperwork, medical records and prescription information.

Most of all, their goal is to help you stay on track to getting healthy and staying healthy. We all know it can be hard to keep up with all of the medications, tests and appointments you or a family member may need. From helping you to develop lists of questions to share with your doctors, to ensuring that you understand your medications and take them properly, our health concierge staff can give you and your loved ones peace of mind.

In addition to the caring staff in our access center, Inspira also offers easy access to care right on your phone or computer. “My Inspira” is our free app that helps you to schedule appointments, find Inspira physicians and locations, receive healthy living information and access your personal health records—all on your smart phone. Our website has also been redesigned to make it even easier to find all of these services, right at your fingertips.

I’m proud that by offering these new technologies and by connecting patients with the caring health concierges in our access center, we are making it easier for our community to get the care they need. Let us help you by visiting our website at InspiraHealthNetwork.org, downloading our “My Inspira” smart phone application, or calling us at 1-800-INSPIRA today.

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www.InspiraHealthNetwork.org