



Working Together for Quality

Our Code of Ethical Conduct



Our values



Every moment matters.
We're passionate about caring for our patients, our communities and each other, keeping everyone safe and well.



We never settle.
We're pioneers, always curious in our everyday tasks and our quest to shape the future of health care.



It's our ambitious spark that changes lives.
We seek integrity and excellence, while taking every opportunity to spread our wings and redefine what it means to work in health care.



We rely on each other.
We couldn't do it on our own, and trust each other to perform seamlessly as one.



We are all unique.
We stand united, proud and respectful, always celebrating our differences.

Our commitment
to our patients
and members



 Building trust

Our commitment to our patients and members

High quality patient and member care

Northwell Health's number one priority is the delivery of the highest quality of care possible. Our main concern is for the well-being, comfort and dignity of our patients and members. We do not make a distinction in the availability of services or the care we provide based on age, gender, disability, race, color, religion, national origin, actual or perceived sexual orientation, marital status, veteran status or based on the source of payment for the patient or member's services or the patient or member's ability to pay.

- We treat all of our patients and members equally with compassion, understanding and respect.
- We provide only that care which is medically necessary and appropriate.
- All clinical decisions are based upon identified health care needs regardless of how Northwell Health compensates or shares financial risk with any individual or entity.



Vital signs

Our commitment to quality of care and patient and member safety is an obligation of every person affiliated with Northwell Health.

Patient and member choice

All patient care at Northwell Health is administered in accordance with the [Patient's Bill of Rights in New York State](#). Every patient is provided with a statement of these rights and with a Notice of Privacy Practices. [These patient rights include:](#)

- The right to make decisions regarding medical care
- The right to refuse or accept treatment
- The right to informed decision-making
- Rights related to how the patient's health information is used and maintained by Northwell Health

We are responsible for informing patients about their proposed plan of care, including the risks, benefits and alternatives available to them. We respect patients' rights to make informed decisions about treatment, as well as to establish and have followed advance directives. Patients are free to choose their service providers, including but not limited to, physicians and ancillary service providers such as home health, home infusion and durable medical equipment suppliers.



Vital signs

We listen to and follow the choices made by our patients and members with respect to their clinical care, as required by law.

