



OUR
CULTURE
COMMITMENT

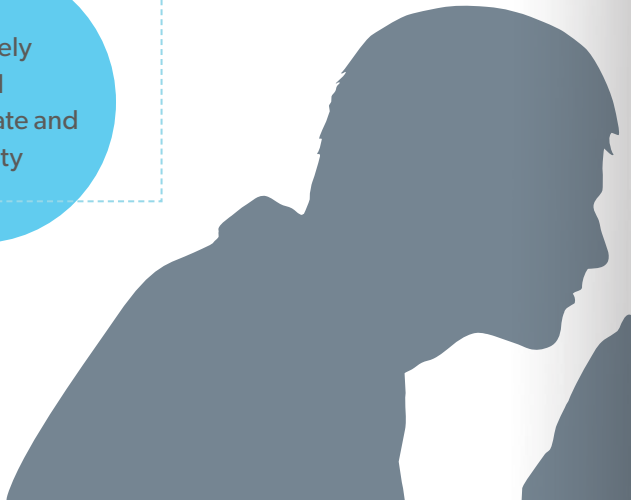
 **Elevate**
ENT PARTNERS

EMBRACING OUR CULTURE

[ABOUT THIS BOOK]

Our Culture Commitment

defines how our values positively impact patient experience and treatment of each other to create and build an Elevate ENT community for which we can all be proud.



A dark grey silhouette of a person's head and shoulders, facing right. They are holding a stethoscope to their ear. The background is a light blue gradient.

OUR CULTURE COMMITMENT

We empower positive outcomes by caring & listening with compassion and respect for each other, our patients, physicians, team members, and the community.

Individuals + **Regions** + **Elevate ENT** = **“We”**
Patients, Physicians, Home Office Team Elevate ●-----
and Team Members

[UNITY, CONSISTENCY, AND CONNECTION]



OUR GUIDING PHILOSOPHY

While geography may separate us in name,
we are the Elevate ENT family.

We strive to consistently strengthen our collective connection between patients, physicians, team members, regions, and Elevate ENT home office. Our values bind us and remain the same no matter where we are located or how much we grow.



OUR VISION:

To be the
leader in
exceptional,
accessible,
individualized
ENT care.

OUR MISSION

TOGETHER, WE IMPROVE LIVES
THROUGH COMPASSIONATE CARE
WHILE EMPOWERING ENT PRACTICES
FOR ELEVATED GROWTH & SUCCESS.



UNDERSTANDING OUR VALUES

The order of our values tells the story of who we are and how we work together:



When we put people first, and always respect each other, the rest falls into place and leads to greater accountability and outcomes.



We achieve positive outcomes with consistent and purposeful communication and teamwork.



Our five values work powerfully together to Elevate Our Culture, so we refer to them as E⁵.

Over these next few pages,
we explore our E⁵ values
in greater detail.

1

PEOPLE FIRST

Everything we do is about the people we work with and the care we provide to patients.

Elevate is, above all else, a people-first, patient-first business. We champion our patients and each other.



“What motivates us to come to work is to make a difference in someone’s life. If you come to work with humility, empathy, and respect, you are going to touch people’s lives. If you care more, you will treat people better... You will feel better.”

– SFENTA Manager



2

RESPECT

Our success is rooted in integrity and mutual respect.

Mutual respect is the basis of everything. It leads to open minds, open hearts, civility, and ultimately, success.

“You have to act like professionals. You have to treat each other with respect.”

– Barranco Physician

“There is genuine care and connection with our physicians. When you feel appreciated, you tend to give a little more.”

– Orlando Supervisor

“We are all able to communicate and be honest with each other and have the same goals — to run our clinic smoothly and in the best way we can.”

– Barranco
Team Member

3

“We want people to feel like their needs are being met and that they are being heard.”

– TENTS Physician

COMMUNICATION

We communicate with purpose and intent.

Clear communications creates collaboration and understanding. Knowing “why” and “how this affects me” fosters openness to embrace change.

Act with empathy, patience, and compassion.
Be open to other people’s perspectives.



4

TEAMWORK

Our team treats each other like family.

Long-standing team and patient relationships are proof that Elevate survives and thrives by working together.

“Employees and patients need to feel support — they want to feel that they have a team behind them who cares. Employees especially want to feel supported when they have a challenge with a peer, patient, or company.”

– Elevate Manager

“We are a family — at the end of the day, we take care of each other — because we’re there for each other without question.” – Orlando Supervisor

5

“We all own part of the customer service side.”

– Elevate Manager

ACCOUNTABILITY

We are accessible, responsive, and efficient.

“How can I help?”

“I’m sorry.”

“I’ll take care of it.”

“We did it!”

These words go a long way when we are problem-solving together and have what we need from each other to do so.

“We are open-minded about how to accomplish things better as a group to balance work and execute it successfully.”

– TENTS Regional Director



“We want people to look to us as a guide for community leadership. We want people to know that this is where you go for great ENT care, from people who care.”

– SFENTA Physician



SCAN HERE TO
**SHARE
YOUR
STORY**



RECOGNIZE A COLLEAGUE:

Celebrate successes and accomplishments and recognize someone's great work here.

MY COMMITMENT TO CULTURE



I commit to support
our E⁵ core values and
live by them daily.

Name (Please Print)

Signature

Date

THANK YOU

for your ongoing commitment
to Elevate Our Culture.



MY CULTURE COMMITMENT

We empower positive outcomes by caring and listening with compassion and respect for each other, our patients, physicians, team members, and the community.