



## ProMed DME Values

**Character and Integrity:** We believe that character and integrity are the foundations of a successful community. To be part of our community, our team members must pass an extensive background check and commit to doing everything that we say we will do.

**Dedication and Commitment:** Our team will work harder and passionately to protect your privacy, to earn and retain your business, and to ensure we exceed your expectations. In the rare instances where we do not exceed your expectations, we will work to get it right, keep it right, and do right by our customers.

**Compassion and Collaboration:** Our team members interact with our customers with compassion and collaborate with your team of health care professionals, caregivers, and yourself to ensure we deliver amazing care and service. Our goal is to find the best solutions to your needs.

**Knowledge and Understanding:** Our team is comprised on knowledgeable and deeply experienced DME professionals who are experts in understanding a day in the life of our patients and caregivers, so we ensure the best level of service, care, and solutions.

**Service Before Self:** Our sole focus is to ensure we earn your trust. We commit to placing your service before ourselves to ensure we always put our customers needs first and ensure we exhaust every possibility and effort in providing a steadfast commitment to our customers needs.

**Gratitude and Appreciation:** We truly are grateful for the trust you place upon us and every communication and interaction we have with you, your family members and caregivers will demonstrate our respect, gratitude, and appreciation that we have for you.