

vision, values,  
and expectations.

[wnyurology.com](http://wnyurology.com)



## Vision

To be the leading provider of urological services in Western New York by...

- providing quality services which exceed the expectations of our patients.
- employing the most qualified staff and providing them with the opportunities for personal and professional success.

## Values

Quality

Caring attitude

Trust

Motivated staff and physicians

Efficiency

Respect

Accountability

Participation and teamwork

## Expectations

Put the patient first

Extend courtesy

Anticipate needs

Keep patients informed

Respond quickly

Communicate with kindness

Bend the rules and use common sense

Give extra effort

Listen

Be patient

Respect privacy

Work as a team

Take pride





WESTERN NEW YORK  
*Urology Associates, LLC*

Adult and Pediatric Urology



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