

MASSACHUSETTS GENERAL HOSPITAL
Patient Care Services
Anticoagulation Management Services

Practice Statement

As partners with our patients, the professionals we collaborate with, and the communities we share, we strive to deliver ever safer and more effective anticoagulation management care.

We believe relationships positively affect the quality of care and the satisfaction of patients and caregivers. We offer a system that has relationships within and among persons at the center, one that responds to the experience of the patient. The relationship a patient has with his nurse is the most therapeutic aspect of the anticoagulation experience.

We believe the quality of the relationships among clinicians affects the capacity of everyone within the community to align their actions in the patient's best interest. To that end we work collaboratively with referring physicians to provide for the highest quality patient care and safety through consistent collaboration and direct communication.

We work to solve system wide problems not associated with one particular patient to have a positive impact on the health of many. We do this by developing a sense of community responsibility, recognizing harmful elements within a community and collaborating to make improvements.