

Accountability: We commit to take ownership of all that we do and responsibility for the outcomes of all our actions.

- Take pride in the hospital as if you own it
- Accept the responsibilities of your job
- Take responsibility to create a safe and incident-free environment
- Use protective clothing and equipment per standard
- Comply with HIPAA privacy and security regulations
- Use resources responsibly to reduce waste in all forms

Appearance: We commit to respect our personal appearance, work environment and all areas visible to patients and customers.

- Follow dress code policies
- Wear your ID badge correctly at all times
- Take pride in facility appearance: pick up litter and dispose of properly, clean up spills and return equipment to its proper place
- Take pride in personal appearance: grooming and dress reflect respect for our customers
- Do not use personal technology in the work environment
- Maintain a clean and orderly work area

Communication: We commit to clear, open, honest and timely communication.

- Listen actively to our customers and coworkers in order to fully understand their needs
- Answer telephone calls within three rings: identify name, department and ask "How may I help you?"
- Respond to pager, voicemail and email in a timely manner
- Communicate plans, time frames and unexpected delays in all settings
- Pay close attention to both verbal and non-verbal messages

Respect: We commit to treat others as they would want to be treated.

- Offer help when possible and cooperate in the workplace
- Respect privacy and dignity; use a quiet and respectful tone of voice at all times
- Be sensitive to cultural differences
- Treat coworkers and customers with courtesy, honesty and respect
- Provide praise and recognition for a job well done
- Assume that your coworker wants to do a good job

Service: We commit to provide our patients, families, visitors and coworkers with courteous, prompt and safe service.

- Smile, make eye contact and introduce yourself
- Greet and acknowledge patients, families, visitors and coworkers
- All employees are responsible for answering call lights
- Follow proper elevator etiquette
- Anticipate customer needs: follow through that expectations were met

I have read, understand and agree to comply with and practice the Behavioral Standards outlined above.

Name (Please Print)

Signature

Department

Date