

Standards of Behavior

Positive First Impression

Appearance

I will be neat and well groomed, follow dress code, and wear my ID badge where it is visible above my waist.

Hallway

I will adhere to the 5/10 rule; smile within 10 feet and greet others within 5 feet.

I will escort patients/customers who need direction to their destination.

I will refrain from using electronic devices for personal reasons in service areas.

Introduction

I will acknowledge all patients/customers by smiling, maintaining eye contact and introducing myself and my role/department.

I will address the patients/customers by name and make a personal connection.

I will actively listen to concerns and requests by giving full attention and validating concerns.

I will implement the same behaviors listed above when answering the phone and say, "How may I help you?"

Explain

I will keep patients/customers and their families informed by explaining expectations re: tests and procedures in a way they can understand.

I will keep patients and their families updated related to changes or delays.

Respond

I will anticipate needs by asking, "Is there anything else I can do for you?"

I will respond promptly and compassionately to patients' and customers' questions and requests.

I will use "Please" and "Thank you" when interacting with coworkers, customers and patients.

Respect

Caring

I will treat all patients, customers and coworkers as I would want to be treated.

I will demonstrate empathy and compassion, realizing I may not know what another has been through.

Diversity

I will recognize and respect the diversity (age, gender, culture, etc.) of the people we serve and each other.

Privacy

I will respect the dignity and privacy of patients at all times.

I will knock before entering, close curtains/doors and explain, "We are doing this for your privacy."

Ownership/Environment

Cleanliness

I will keep our environment clean and organized—pick up trash, wipe up spills, and reduce clutter.

Safety

I will take ownership of quality and safety by reporting safety hazards promptly.

I will proactively address problems and follow through with a solution or find someone who can help address the issue/fulfill the request.

Service Recovery

I will address breakdowns in service using L.E.A.D. when service recovery is warranted.

- Listen to concerns
- Empathize
- Apologize
- Do something to resolve it

Commitment to Coworkers

Attitude

I will maintain a positive demeanor when interacting with others.

I will refrain from gossip and negativity.

I will resolve conflict promptly, respectfully and directly with the individual involved.

Recognition

I will acknowledge and praise team members and thank them for their contributions.

I will celebrate others' accomplishments and hard work to make Erlanger the best place to work, practice medicine and receive care.

Teamwork

I will support coworkers by being on time and ready to work.

I will be willing to step up and offer help to my team members.

I recognize there is no place for "It's not my job."

I will be willing to accept additional responsibility to get the job done.

