

Eaton Rapids Medical Center Employee Behavior Standards

Customer Service*

*Patients, Physicians, Co-workers and Visitors

- I will remember that the customer is a priority and not an interruption of my work.
- I will ask if I can provide assistance when someone appears to be in need.
- I will put the needs and desires of the customer first and approach every situation with an “I can” attitude.
- I will give customers priority in hallways, elevators, and parking areas.
- I will give 100% of my attention when interacting with customers.

Communication

- I will support a free exchange of ideas and opinions at all levels of the organization.
- I will be responsible for attending and participating in hospital and department staff meetings.
- I will keep informed by staying updated by all hospital communication (Pillar, email, Buzz, Meditech, Splash Screen, etc.)
- I will find answers to questions posed to me.

Integrity

- I will be trustworthy and honest.
- I will take pride in my organization.
- I will not allow interpersonal relationships to interfere with my work flow.
- I will treat everyone as a professional.
- I will accept the responsibilities of my job and be accountable for the results.
- I will adhere to policies and procedures.
- I will do the right thing the first time.
- I will speak positively about other people, departments and the entire organization.

Attitude

- I will recognize that fun and laughter belong in the workplace; I will laugh out loud and not be afraid to laugh at myself.
- I will never display or accept rudeness and sarcasm as appropriate behavior.
- I will be open and accept constructive feedback.
- I will address problems in a professional, respectful manner.
- I will strive to exceed expectations.

Respect & Privacy

- I will create and maintain a secure and trusting environment.
- I will make sure that patient information is kept confidential.
- I will not discuss internal issues in front of patients, their families, or the public.
- I will not engage in or listen to negativity, gossip, or rumors.
- I will make eye contact and greet everyone with a smile.
- I will be respectful of the feelings, privacy, property, dignity, and rights of all customers.

Teamwork

- I will always be open to give help, ask for help, and accept help whenever needed.
- I will remember that none of us is perfect and that human errors are opportunities, not for shame or guilt, but for forgiveness and growth.
- I will respect and treat all co-workers equally, regardless of a person's work experience or job position.
- I will embrace the diversity of background, gender, ideas, and other differences people bring to my team and daily work efforts.
- I will be flexible and open minded.
- I will be a positive example for others.
- I will encourage and praise others for work well done.
- I will accept that a team is comprised of individuals not necessarily equal in talent, but equal in commitment. This team commitment results in a higher quality of care.
- I will accept additional responsibilities to the best of my ability.
- I will be respectful and set aside personal differences while working.
- I will arrive and be ready to perform my job duties at my scheduled time. I will honor the attendance policy.

Appearance

Personal

- I will adhere to the dress code.
- I will dress professional, tasteful, neat and clean.
- I will wear my ID badge at all times when on duty.
- I will display excellent personal hygiene at all times.

Facility

- I will keep personal, public and private work areas neat and clean.

Safety Awareness

- I will report all accidents, incidents, and near misses promptly.
- I will correct or report any safety hazard I see.
- I will use protective clothing, gear, and procedures.
- I will use appropriate lifting and moving techniques.
- I will "Think safe, act safe, be safe, and stay safe."