



**The Patient Comes First:** We will always do what is in the best interest of our patients & will put their interests ahead of all others. We will *delight* them by exceeding their expectations through listening & showing empathy for their situation.

**I will...**

- knock before entering a room & maintain patient privacy at all times.
- answer call lights and telephones within 3 rings, identify myself with name & department.
- pause before entering an elevator so I do not block the exit, step aside to make room for others & politely ask others to wait for another elevator if a patient is in a bed or stretcher.
- demonstrate understanding of patient's & family member's fear, pain and concerns.
- respect a patient's healthcare decision.
- maintain proper hand hygiene.
- escort customers to their destination.
- communicate & explain all procedures and processes prior to delivering care.
- anticipate & respond to the needs of others with warmth, sensitivity and caring.
- use two patient identifiers before providing patient services.

**Know Your Customers & Practice the Golden Rule:** We make a difference in the lives of patients, visitors, co-workers & physicians. We will give them an excellent experience, just as we would want for ourselves or our family.

**I will...**

- acknowledge a customer's presence immediately, introduce myself to others & explain my role and function.
- treat others as professionals; deserving courtesy, honesty, patience & respect.
- respond "yes" to customer's request and will only reply "no" once I've gotten concurrence from other co-workers that we can not find a way to accommodate the request.
- make myself approachable by greeting people with a smile & eye contact at 10 feet and speak to them when they are within 5 feet.

**Solve Problems:** We will always take ownership for problems & remember that service is everyone's responsibility.

**I will...**

- fix the problem for the customer at the time and will follow through to ensure a corrective action is taken.
- resolve all conflicts with others privately & respectfully.
- use the chain of command for problems & information.

**Have Fun:** We acknowledge that our attitude affects others.

**I will...**

- understand that people who enjoy their job do it better.
- voice my concerns or complaints only to those who have the ability to change the circumstance.
- understand that I am responsible for my own happiness.



**Take Risks, Challenge the Status Quo:** We will welcome challenges & opportunities for growth both personally and professionally.

**I will...**

- cultivate an atmosphere of change & improvement
- embrace proposed changes and do all within my power to make them successful.
- share my ideas for process & system improvements.

**People Are Our Most Important Asset:** We acknowledge successful health-care outcomes stem from proper communication, teamwork & cooperation with all our co-workers.

**I will...**

- welcome new employees & help them be successful
- always represent PRMC & colleagues in a positive manner in the workplace, community & at home.
- maintain optimal personal appearance by adhering to established dress code policies
- report unprofessional behavior immediately.
- give credit where credit is due & balance personal gain with group goals.
- demonstrate mutual trust & frequent communication among all.

**Practice Scottish Spending:** We will take pride in PRMC as if we own it.

**I will...**

- handle PRMC property with care & respect.
- accept responsibility of my position by fulfilling my duties with accuracy & in a timely manner
- respect fellow employees by reporting to work as scheduled.
- use resources wisely.
- respect other's time.

I have received and read a copy of the employee standards of behavior. I understand it is the expectation that I will uphold these standards at all times and I will hold others accountable to these standards.

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*Signature*

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*Date*