



STANDARDS OF BEHAVIOR

STATEMENT OF PURPOSE

- To be the employer of choice for Bates County and surrounding area.
- To provide an excellent environment for staff to work.
- To serve our patients with excellence.
- To demonstrate caring to our patients by solving issues.
- To represent our hospital in a positive manner.

GENERAL ETIQUETTE

1. I will treat everyone as I want to be treated (use the Golden Rule).
2. I will display a positive attitude - attitude is contagious.
3. Patients are not an interruption of my work - they are the reason I am here.
4. I will abide by our Personnel Policies and Procedures.

HOSPITALITY

1. I will acknowledge everyone by introducing myself and my department when giving care to a patient.
 - a. Smile
 - b. Make eye contact
 - c. Verbally greet
2. I will offer assistance to people who appear to be in need.
3. I will always strive to meet customers needs by using HEAL:

H: Hear them out
E: Empathize
A: Apologize
L: Leap into action to solve the problem
4. I will make sure all patients, families and visitors are comfortable. Ask "What can I do to make you comfortable?"
5. I will take personal responsibility to ensure that issues and requests are resolved. I will never say "It's not my job."

RESPECT

1. I will address people respectfully. Use “please, thank you, sir and ma’am” when appropriate.
2. I will knock on doors whether open or closed to announce my presence.
3. I will not share or listen to gossip.
4. I will not share my personal problems or concerns with patients.
5. I will remember that every person is an individual. I will respect others’ values and beliefs, even if different from my own.
6. I will hold myself accountable to my patients, co-workers, and visitors.

PRIDE

1. I will be loyal to the hospital and accountable for its’ success.
2. I will contribute to a positive work environment.
3. I will value my role as a team member, working toward a common purpose.

COMMUNICATIONS

1. I will practice good communication skills. Good communication is important for patients, visitors and co-workers. I will ask questions and be informed; I will not assume; I will be an attentive listener.
2. I will avoid sending confusing and misleading verbal and non-verbal messages.
3. I will use an appropriate level and tone in my voice.

TELEPHONE ETIQUETTE

1. I will answer the telephone promptly and courteously.
2. I will follow proper telephone etiquette – identifying myself and my department.
3. I will answer phone calls and messages promptly.
4. I will ask permission from the caller before placing them on hold and then thank them for holding.
5. When making telephone transfers, I will inform the caller of the name, department and telephone number to where they are being transferred.