

Regional Medical Center strives to be the employer and healthcare provider of choice for the surrounding communities. These standards have been developed by the employees of Regional Medical Center and are mandatory for all employees to practice.

APPEARANCE

I will project a professional appearance of myself and help to maintain the appearance of the organization.

Employee

- Dress in a professional manner and practice personal hygiene
- Adhere to “Dress Code- Personal Appearance of Employees and Contracted Personnel” policy
- Badge reels and keychains are appropriate and non-offensive
- Wear a smile when interacting with all individuals
- Display positive body language and facial expressions

Workstation

- In charge of keeping a neat, clean and orderly workstation
- No food consumption in clinical or registration areas where visible to patients, families or visitors
- Reduce the amount of clutter and ensure personal space has appropriate photos and/or decor
- Keep area free of overflowing garbage, recycling, and laundry
- Ensure health information is protected (ex: locking computer, turning papers over, etc.)

Facility

- Take initiative and dispose of any trash in or around our facility
- Ensure facility is well kept by taking responsibility to either fix the issue by oneself or report to appropriate department
- Keep hallways free of obstacles and return items to proper place
- Ensure common areas are kept in orderly fashion (ex: well maintained plants, Marketing approved signage, etc.)

ATTITUDE

I will be in control of my behavior when working and caring for others.

- Have an attitude of gratitude (express thankfulness to patients, visitors/guests, coworkers)
- Present yourself in a positive light (body language, facial expressions, tone of voice)
- Acknowledge and greet all individuals (patients, visitors/guests, coworkers) by following the 5/10 rule
- Assist individuals by taking them to their destination or finding someone who can help
- Embrace and accept change with an open mind
- Be approachable at all times by giving your full attention (maintaining eye contact and actively listening)

RESPECT

I will value patients, guests/visitors, and coworkers with the utmost dignity, courtesy, and confidentiality.

- Be honest, truthful, and polite in all interactions
- Treat others as you would like to be treated
- Be considerate of others' time by being on time (ex: to work, meetings, training, etc.)
- Provide a welcoming atmosphere for patients, visitors/guests, coworkers
- Take responsibility for your actions
- Think before you speak, be aware of surroundings
- Show appreciation
- Respect facility equipment/property and those who use it

Patients/Guests

- Introduce yourself, your role and reason for interaction
- Inform patients and guests of any expected wait time and follow-up in a timely manner
- Protect patient privacy and follow HIPAA requirements

Coworkers

- Earn respect by being respectful
- Respect others values, privacy, environment and confidentiality
- Promote interdepartmental cooperation and collaboration
- Recognize and support the skills of individuals
- Address problems in a direct, clear and respectful manner

COMMUNICATION

I will give, receive, and share information pleasantly through verbal and nonverbal methods.

- Acknowledge and address any form of communication in a timely manner
- Select key words at key times (say the right thing, to the right person, at the right time, and in the right way)
- End patient/visitor/guests encounters with “is there anything else I can do for you?”
- Share vital information when transferring ownership of a patient
- Communicate patient information privately and on a need-to-know basis
- Be cognizant of voice volume
- Communicate appropriately to fit each person’s age, gender, culture, etc.
- Refuse to participate in negative gossip
- Resolve issues respectfully with coworkers by communicating directly to those involved
- Use appropriate language, profanity is unacceptable

Phone

- Answer with a smile in your voice while identifying self and department
- Tell the caller they will be placed on hold
- Verify coworker availability before transferring a call
- Share where a call is going to be transferred

Email

- Check email on a routine basis
- Email communication will be clear and concise
- Only include the appropriate audience

ACCOUNTABILITY

I will accept responsibility for my actions and strive to hold others accountable to themselves.

- Use resources wisely, eliminating waste and reducing costs
- Take pride in the organization both internally and externally
- Attend departmental meetings, trainings, skills days, etc.
- Be an active participant in committees, meetings, task forces, etc.
- Stay current on policies, procedures and information
- Acknowledge when wrong, apologize and take action
- Own your work and follow through on commitments
- Know and follow position description requirements and responsibilities
- Take initiative of personal and organizational growth
- Hold myself and others accountable (respectfully) for meeting our standards of behavior
- Take initiative to support, train, and educate others within the organization

I am RMC.

As an employee of Regional Medical Center I am choosing to be associated with an organization that values such standards. Therefore, along with my colleagues I will represent Regional Medical Center positively in the workplace and communities.

I am Regional Medical Center.