



SLMV Standards of Performance

Attitude

Our customer's most basic expectation is to be treated with courtesy. Exceed all expectations. Welcome customers/patients immediately in a friendly manner, smiling warmly and introduce yourself. Apologize for problems and inconveniences. Rudeness is never acceptable.

Customers/patients are not an interruption of our work; they are our reason for being here.

Thank our customers/patients for choosing our medical center.

Appearance

Be clean, professional, tasteful, discreet and clean in your dress.

Follow dress code policies and practice good personal hygiene. Wear your identification badge at all times.

Pick up litter and dispose of it properly. Cleanup spills and return equipment to its proper place.

Communication

Listen attentively to customers/ patients. Be courteous. Don't use medical jargon. Keep all patient information confidential.

When someone appears to need directions, escort that person to his or her destination.

Know how to operate the telephones in your area. Provide the correct number before transferring a call. Get the caller's permission before putting him or her on hold. Thank the caller for holding.

Answer telephone calls within three rings. Identify your department and yourself and ask, "How may I help you?"

Call Lights

All employees who provide direct patient care are responsible for answering patient call lights.

Acknowledge call lights by the tenth ring. Address the patient by name and ask, "What can your nurse do for you?"

Check on patients one hour before shift change to minimize patient requests during report.

Ensure continuity of care by reporting to relief care givers before leaving the floor. Return promptly from breaks.

Offer to help one another; all patients are everyone's responsibility.

Commitment to Co-Workers

Treat one another as professionals deserving courtesy, honesty, and respect. Welcome newcomers. Avoid last-minute requests and offer to help fellow employees whenever possible.

Cooperate with one another. Don't undermine other people's work; praise whenever possible. Do not chastise or embarrass fellow employees.

Address problems by going to the appropriate supervisor.

Customer Waiting

Educate families about our processes and provide a comfortable atmosphere for waiting customers.

An acceptable waiting time for scheduled appointments is ten minutes; it's one hour for non-scheduled appointments.

Offer refreshments and an apology if a wait occurs. Always thank customers for waiting.

Update family members periodically – at least hourly – while a customer is undergoing a procedure.

Elevator Etiquette

Always smile and speak with fellow passengers, hold the door open for others.

When transporting patients in wheelchair, always face them towards the door and exit with care. If transporting a patient in a bed or stretcher, politely ask others to wait for another elevator.

Pause before entering an elevator so you do not block anyone's exit. Step aside or to the back to make room for others.
Walk departing guests to the elevator, to the door they came in or to their care if you feel it would be appropriate.

Privacy

Make sure that patient information is kept confidential. Never discuss patients and their care in public areas. Communicate with our customer's/patient's families and significant others in a private manner and only with the patient's consent.
Knock before entering. Close curtains or doors during exams and procedures. Provide a robe or second gown in the patient is ambulating or in a wheelchair. Make sure all gowns are the right size for the patient.
Respect co-workers' privacy by eliminating gossip.

Safety Awareness

Report all accidents or incidents promptly.
Correct or report any safety hazard you see.
Use protective clothing, gear and procedures when appropriate.

Sense of Ownership

Take pride in this organization as if you own it. Accept the responsibilities of your job. Adhere to policies and procedures. Live the values of this organization. Do the right thing.
