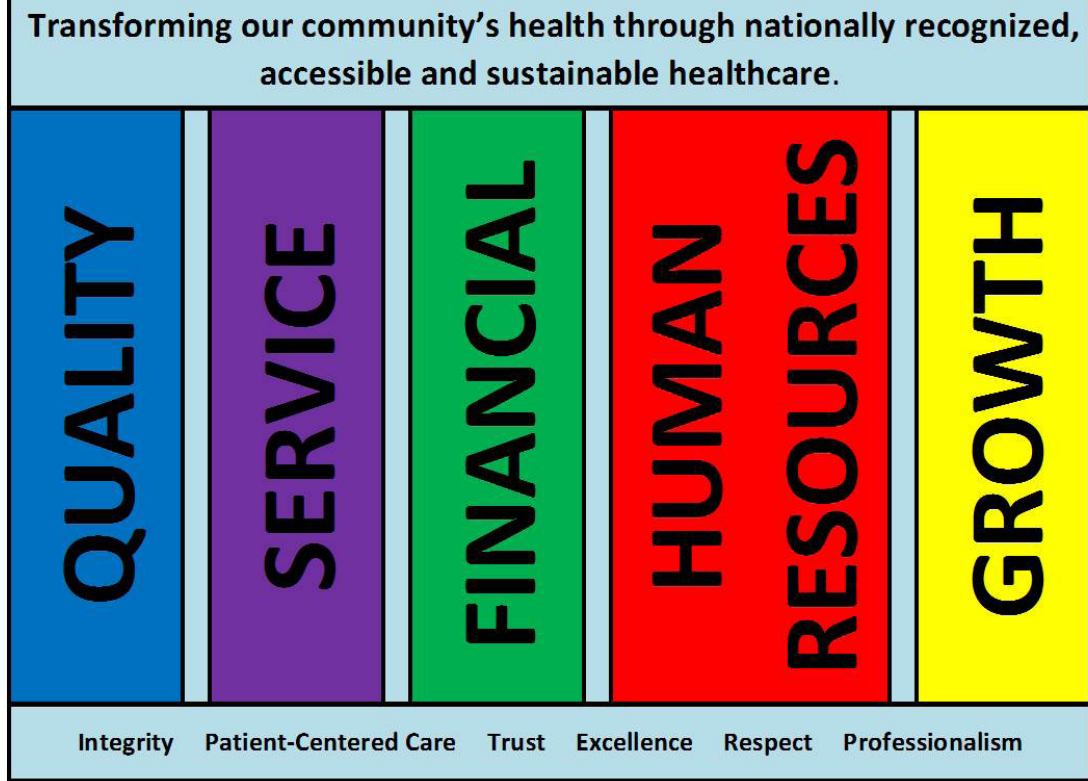




VISION



Standards of Behavior

Living Our Mission, Vision, and Values

INTEGRITY

- I will be honest, truthful and sincere in all my communications.
- I will follow through on what I promise and commit to do.
- I will be transparent with information and share with those that need to know.
- I will engage only in ethical business practices.
- I will not speak negatively about our patients, visitors, coworkers, physicians/providers or our organization to others.
- I will take responsibility for my actions.
- I will demonstrate loyalty to my coworkers, department and the institution.

PATIENT CENTERED

- I will provide directions and escort patients to their destination.
- I will listen actively to my patients and their families and take their concerns seriously in each situation.
- I will inform patients regularly of the reasons for any delay in their waiting times.
- I will be friendly and courteous in all of my personal interactions.
- I will provide information and education about testing, procedures and discharge instructions.
- I will demonstrate empathy with my patients.

TRUST

- I will always be truthful and sincere.
- I will do what I say I am going to do.
- I will refrain from criticizing HCMC in the workplace and in the community (social media).
- I will be transparent with data and communications.
- I will be consistent in performance of patient care.

EXCELLENCE

- I will work hard to exceed our customer's expectations of our services and capabilities.
- I will advance technology and best practices of patient care.
- I will optimize my use of resources.
- I will provide a safe environment for our patients and partners.
- I will practice within expected performance standards.
- I will think of ways to improve processes and problem solve by working as a team.

RESPECT

- I will respect the privacy and confidentiality of our patients and their personal medical information.
- I will use AIDET in all my interactions with patients and visitors.
- I will knock before entering any patient room or occupied exam space.
- I will address patients, visitors, physicians/providers and partners by appropriate titles or as allowed by the individual.
- I will insure our customer's right to privacy and modesty by creating and maintaining a secure and trusting environment.
- I will show respect for other departments and understand that we are all part of an integrated team.
- I will remember that every partner/provider is important and makes a contribution to our success.
- I will refrain from loud talk and excessive noise.

PROFESSIONALISM

- I will take pride in my personal appearance and dress according to HCMC policy.
- I will be reliable and responsible for showing up for work when scheduled.
- I will exhibit a positive attitude and take pride and ownership in everything I do.
- I will practice proper phone etiquette.
- I will adhere to all HCMC policies and procedures.
- I will attempt to solve issues and not blame others.
- I will continue to learn and seek new knowledge to advance our skills in the workplace.
- I will demonstrate a sense of ownership in the organization.
- I will be personally accountable for all aspects of my role including licensure, certifications and credentials.
- I will communicate in a professional manner with physicians, providers or other partners.