



Welcome, to Pines Health Services. As our **Vision Statement** reads, we are here to deliver the highest quality healthcare in a compassionate and nurturing environment throughout Aroostook County. Our **Mission Statement** is that we are a community of providers committed to excellence in patient-centered healthcare and to improving the lives of those we serve. We are actively engaged in advancing the health and wellness needs of people in Aroostook County, including the unserved and the underserved.

## STANDARDS OF BEHAVIOR

### APPEARANCE

- Present a clean, professional, well-groomed image, following professional appearance policy.
- Wear your identification badge in a visible place above your waist. When approaching a patient or co-worker, smile and make eye contact.
- Help keep our environment clean by picking up trash and keeping our work areas neat.

### ATTITUDE AND RESPECT

- Our job is to serve our patients and provide the highest quality service with care and courtesy. Exceed expectations at all times.
- Treat one another as professionals deserving courtesy, honesty and respect. Welcome newcomers.
- Display a positive attitude at work at all times.
- Always be polite and customer focused.
- Make eye contact, be approachable, and acknowledge passerby with a greeting.

### COMMITMENT TO CO-WORKERS

- Cooperate with one another. Do not undermine other people's work; praise whenever possible.
- If a co-worker conflict occurs, address concerns with the co-worker first, and if there is still not a satisfactory outcome, contact your supervisor.
- Be a role model for co-workers.
- Do not gossip. If you hear gossip remind those it is not commitment to co-workers.

### COMMITMENT TO PATIENTS

- Educate families about processes and provide a comfortable atmosphere for waiting patients.
- Update family members periodically – if wait times are longer than expected.
- Observe patients. If someone appears to need directions, offer to assist. Take the patient to his or her destination.
- Acknowledge a patient's presence immediately. Apologize if they have been waiting.
- "That's not my patient" is not in our vocabulary.
- Park in identified employee parking.

### COMMUNICATION

#### TELEPHONE

- Identify yourself and your department with a smile in your voice, asking, "May I help you?" to assist the caller.
- Acknowledge the time of day with, "Good Morning", "Good Afternoon", or "Good Evening".

#### VOICE MAIL

- Use voice mail for short messages.
- When leaving a voice mail message, identify yourself and where you can be reached in the voice mail.
- Update your greeting to indicate when you are away from the office.

#### INTERNET

- Use Internet for appropriate job-related functions.

#### CONFIDENTIALITY

- Ensure patient, personal, and private information is kept confidential at all times and not discussed in any public place (cafeteria, halls, elevators, etc). Adhere to the confidentiality policy at all times.
- Avoid discussing inappropriate patient information
- Protect privacy, dignity and modesty at all times.

#### EMPOWERMENT / SENSE OF OWNERSHIP

- You are empowered to take responsibility, using your own judgment without fear of retribution to solve problems you encounter.
- "That's not my job," is not in our vocabulary.
- This is your organization. Treat it with pride and ownership.
- While inside and outside of the walls of the organization, speak positively about us and uphold our mission and vision.

#### SAFETY

- Take the time to stop and remove obstacles (trash, carts, etc.) and report hazards.
- Be aware of fire and safety emergency procedures and report any security risks immediately.
- It is our duty to protect each other and our customers from any risk.

#### SERVICE RECOVERY

- You are empowered to make the patient happy no matter what.

Use the following steps for Service Recovery:

- Spot the unhappy patient.
- Take ownership and listen to the problem.
- Offer an apology.
- Provide solutions and follow through.

Recognizing that it is the goal of Pines Health Services to achieve superior patient care and to exceed expectations, I offer my personal commitment to living by the above Standards of Behavior.

Signature \_\_\_\_\_

Date \_\_\_\_\_