



Customer Waiting

- Explain treatment, wait times and services in a way that customers can understand.
- Always thank customers for waiting and apologize for delays.
- If a delay occurs, offer a new appointment if the procedure can be rescheduled.
- Update customers and families on waiting status frequently.

Elevator Etiquette

- Step away from the door so people can get on and off the elevator with ease.
- Smile and greet.
- If assisting someone in a wheelchair, turn and back in and out.
- Check area outside door to see if others need a ride.
- Offer to push floor button for the customer.
- When a patient on a bed or stretcher is being transported by an elevator, don't allow that patient to be surrounded by other visitors or employees. Politely ask the others to wait for another elevator.
- Remember confidentiality.



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NRMC Code of Behaviors

Statement of Beliefs and Commitment:

At NRMC we believe that:

- We are here to serve our customers; both internally and externally, including fellow co-workers.
- Our customers have an expectation to be treated with courtesy and respect.

We are committed to:

- Providing the highest quality of service.
- Meeting our customer's needs with care.
- Providing a safe, trusting environment for all customers.

We will reflect this commitment in our behavior.

Our Code of Behaviors



Attitude

- Treat everyone as if he or she is the most important person in our facility.
- Greet customers immediately.
- Display a caring, positive attitude.
- Treat others with respect; this is how you want to be treated.
- Be courteous and offer assistance without being asked.
- Rudeness is never accepted.
- When called upon, be prompt and cheerful. Remember customers are not an interruption; they are our reason for being here.

Appearance

Personal

- Look professional, clean and neat; Appropriate for your department.
- All customers will be greeted with a warm and friendly smile.
- Identification badges will be properly worn.
- Good personal hygiene is expected.

Environmental

- When we see litter, we will pick it up and dispose of it properly.
- When we spot spills, we will see to it that they are cleaned up.
- Equipment will be returned to its proper place.
- Maintain a clean, orderly work area.



Communication

Phone

- Answer with a smile in your voice and be attentive to caller.
- Identify self and department when making or receiving calls.
- Answer by the third ring, when possible.
- Only transfer to voice mail when necessary.
- Ask customer permission before placing call on hold.

In-Person

- Immediately acknowledge anyone presenting to your unit/department.
- Say hello to everyone.
- Speak clearly; be polite and helpful.
- Listen to your customer and give them your full attention.
- Ease customer's minds in difficult situations.
- Be aware of your facial expressions and body language.

Confidentiality

- Protect patient confidentiality; be responsible to ensure it is not compromised.
- Protect facility and employee information in public areas, within the facility, or in the community.

Privacy

- Ensure our customer's right to privacy and modesty.
- Knock before you enter an office or patient room.
- Provide patient sufficient covering before transport or ambulation.
- Close curtains, blinds and doors to maintain privacy.

Follow Through

- Respond to all voice mails/emails promptly.
- If you tell a customer you will check on something, follow through. If you forget, apologize.
- Exceed expectations.
- See the issue through and keep the customer informed of the progress.

Call Lights/Patient Needs

- Answer your patient's call lights and/or patient needs promptly and courteously to ensure patient safety and satisfaction.
- Give patients your full attention while answering their call light or needs without a hurried appearance.
- If the caregiver is busy with another patient, an appropriate co-worker will meet the request.
- Educate all patients on call lights and ensure their access to them.