

## ATTITUDE

We are committed to always provide our patients, families and visitors with excellent care served with compassion and respect. This commitment must be reflected in our behavior.

### At LMC we like to:

- Words, body language, and behaviors should show a caring and compassionate attitude.
- Promptly welcome everyone in a friendly manner, smiling warmly and introducing ourselves; never allowing anyone to feel ignored.
- Listen carefully to what our patients, families and visitors have to say; never interrupting unnecessarily.
- Treat everyone as if he or she is the most important person in our facility.
- Meet the patient, family member or visitor's immediate need or gladly take him or her to someone who will.
- Apologize for problems and inconveniences.
- Thank our customers for choosing our hospital. Exceed our customers' expectations.
- Recognize that our customers have a sense of urgency and show them that we value their time. Customers are not an interruption of our work; they are our reason for being here.

## APPEARANCE

Our appearance represents Lakeside Medical Center. Our grooming and dress will reflect our respect for our patients.

While on duty, we will first consider their expectations in how we present ourselves. Our manner and expression will convey our concern for and willingness to serve them. We will take pride in our facility and do our part to maintain an uncluttered and litter-free work place.

### Personal Appearance At LMC:

- Our dress will always will be professional, tasteful, tidy and discreet; following dress code policies for proper uniform/clothing jewelry, perfume, etc.
- Identification badges will be properly worn.
- Good personal hygiene is expected.

### Facility/Environment Appearance At LMC:

- We will pick up litter and dispose of it properly and see to it that spills are cleaned up immediately.
- Equipment will be cleaned and returned to its proper place.
- Keep the noise level down.

### CALL LIGHTS / "No-Pass Zone" At LMC:

- We will answer call lights in a way that demonstrates the care, courtesy and respect our patients deserve.
- Every employee is responsible for answering patients' call lights.
- If you are passing a room with an unanswered call-light, introduce yourself, ask "How may I help you?" and immediately seek the appropriate person to fulfill the request.

Do not leave the floor until you are sure the message has been conveyed to the 'proper caregiver.

- The appropriate caregiver will respond to a patient's call or request within three minutes.
- If the caregiver is busy with another patient, an appropriate co-worker will meet the request.
- At the nursing station, call lights will be acknowledged by the fifth ring. Address the patient by name and ask how you can help.
- Anticipate patients' needs (e.g. set up for meals, toileting, etc.)
- Ensure continuity of care by properly reporting to relief-caregivers before leaving the floor. Return promptly.
- Notify the patient when you will return rather than having the patient call back.

## ELEVATOR ETIQUETTE

Elevator etiquette can create a favorable impression for our patients, visitors and co-workers.

### At LMC we:

- Use the elevator as an opportunity to make a favorable impression. Smile at and speak to fellow passengers.
- Never discuss patients, their care or hospital business on elevators.
- When transporting patients in wheelchairs, always face them toward the elevator door.
- Allow passengers to exit before boarding.
- Once on an elevator, make room for others and hold the door for them.

## COMMUNICATION

The goal of communication is understanding. Close attention should be given to both verbal and non-verbal messages.

### Greetings & Introductions

- Everyone will be greeted with a warm and friendly smile and the employee will introduce him/herself promptly.
- Use "please" and "thank you", "sir" and "ma'am" in all conversations when appropriate.
- Listen to your customers' concerns in ways that show them you care.

### Telephone Etiquette

- Calls must be answered within three rings.
- When transferring a call, first provide the caller with the correct number in case the call is lost.
- Answer all calls by identifying your department and yourself. Speak clearly.
- Get the caller's permission before putting him or her on hold. Thank the caller for holding when you return to that line.

### Giving Directions

- Let lost patients, families and visitors know that you will walk them to their destinations. If you are unable to personally escort them, take them to someone who can.

### Follow-through

- All employees will provide appropriate information to the supervisors to ensure proper decisions are made based on our values.
- Keep white boards updated in patient rooms.

### Information & Education

- Use easily understood language when giving patients information employees, about health, special diets, tests, procedures, medications, etc. Avoid technical or professional jargon.
- Customers with special needs (e.g. translators for non-English speaking customers, interpreters, amplification devices, etc.) will have those needs addressed by appropriate departments.
- Information about patients is strictly confidential. Each employee is responsible for ensuring that it is not compromised

### COMMITMENT TO CD-WORKERS

**We are linked to one another by a common purpose: serving our patients and our community. co-workers are our teammates deserving our respect.**

#### At LMC

- Rudeness is never tolerated. We must treat one another with courtesy and respect, recognizing that we each have an area of expertise.
- Show consideration. Be sensitive to other employee's inconvenience. Avoid eleventh-hour requests, considering their priorities in addition to your own.
- Be supportive of fellow employees, offering help when possible.
- Be loyal to your co-workers and Lakeside Medical Center. Do not undermine other people's work.
- Welcome new employees. Be supportive by offering help and setting a good example.

- Be honest in all interactions. Respect the privacy of fellow employees
- Do not chastise or embarrass fellow employees in the presence of others. Address problems by going to the appropriate supervisor

### WAITING TIME

**At LMC we strive to provide everyone with prompt service, always keeping them informed of delays.**

- Provide a comfortable atmosphere for waiting customers.
- The acceptable waiting time for a scheduled appointment is 10 minutes. Apologize if there is a delay, and if appropriate, offer a new appointment if the procedure can be rescheduled.
- The acceptable waiting time for a non-scheduled visit is one hour. However, patients may experience further delays while undergoing multiple tests or while patients with more serious conditions are being treated. In such situations, they must be updated about their status at least every 30 minutes.
- Patients' families are as important as the patients. Update family members at least hourly while a customer is undergoing a procedure.
- Always thank patients for waiting and apologize for delays.

### PRIVACY

**At LMC, we will ensure our patient's right to privacy by creating and maintaining a secure and trusting environment.**

#### Confidentiality /Modesty

- Speak to patients and families in private. Close doors if available; close curtains when indicated.
- Respect our co-workers' privacy by eliminating gossip.
- Patient records must be kept confidential
- Always knock before entering.
- Provide proper size gowns and a second gown when a patient is ambulating. Provide sheets or blankets when a patient is being transported.
- Close curtains Dr doors during examinations, procedures or when otherwise needed.

### SAFETY AWARENESS

**At LMC, safety is the responsibility of every employee. Report all accidents and incidents promptly and completely.**

- If you see a safety hazard, correct it if possible: report it if not.
- Prevent slips, trips and falls.
- Protect your back when lifting, pushing, pulling or carrying. Get help when necessary.
- Respect all machinery. Be sure it is in good working order and use it in the proper manner.
- Use protective clothing and equipment when appropriate.
- Be prepared for emergencies and know the correct and prompt actions to take.
- If in doubt. ASK.

### SENSE OF OWNERSHIP

**At LMC we take pride in what we do, feeling responsible for the outcomes of our efforts and recognizing our work as a reflection of ourselves. Take**

**pride in this organization as if you owned it.**

- Be sure you know, understand take charge of and accept the responsibilities of your job
- Keep your work area and surrounding environment clean.
- Adhere to HR policies regarding tardiness, breaks and time clocks. Do not "ride" time clocks by leaving your work area early and waiting at the clocks until it is time to punch out.
- Strive to do the job right the first time-focusing on the patient.
- Responsibilities merge and blend. Look beyond your assigned tasks and when appropriate to perform a Service, do so.
- Never say "It's not my job." If you are unable to perform a task, find someone who can.
- Complete tasks. If interrupted, return to the job as soon as possible. If you are unable to finish, find someone who can.
- Conduct yourself as a professional.
- Live the values of lakeside Medical Center.
- Help create a culture that taps the full potential of employee and builds an environment that allows all people to feel appreciated included and valued.

### Use Tools Provided

- Rounding
- Bedside Reporting
- A.I.D.E.T.
- Individualized Patient Care
- White Boards
- Patient Communication Tablets
- Service Recovery box