



EMANUEL
MEDICAL CENTER

Service Excellence Standards

My customers include my patients, my patients' family members and visitors, my department co-workers, physicians, volunteers, employees in other departments and anyone else I may have contact with during the course of my workday. My customers need to know that they are my number one priority and that I am here to serve them in a positive and memorable way.

- ◆ I will always greet my customers with a warm, sincere smile.
- ◆ I will always promptly acknowledge the presence of my customers.
- ◆ I will always treat my customers as I would like to be treated...with respect, courtesy, and sensitivity, conveying the attitude that it is “my pleasure to serve you”.
- ◆ I will always present a professional image to my customers, in both personal appearance and work environment.
- ◆ I will always listen to what my customers are saying.
- ◆ I will always try to anticipate the needs of my customers.
- ◆ I will always use polite words, such as please and thank you, when communicating with my customers.
- ◆ I will always make an effort to escort my customers to the right location as needed or requested.
- ◆ I will always keep my customers informed of their condition, service or procedure, and explain any delays.
- ◆ I will always respond in a timely manner to verbal requests, telephone calls, emails, and patient call lights in order to ensure patient and staff satisfaction.
- ◆ I will always protect the privacy, dignity and confidentiality of my customers.
- ◆ I will always take the initiative and be responsible for questions or concerns that are brought to my attention, and will follow up and follow through until the concern is resolved or is delegated to the appropriate person.
- ◆ I will always advocate for my customers and ensure their safety.
- ◆ I will always promote good relationships with my customers, and be a team player.
- ◆ I will always demonstrate actions and behaviors which contribute to Emanuel's mission of creating a healthier community.
- ◆ I will always act as a grateful and privileged representative/employee of this organization.