



Standards of Behavior

Purpose Statement: To treat everyone like family, providing the peace of mind that comes from receiving extraordinary care close to home.

Treat People Like Family

- I will be committed to a positive behavior by promoting cooperation throughout the facility.
- I will greet people with a smile, makes eye contact within 10 ft; and within 5ft, also speaks in a pleasant tone of voice.
- I will take the time to explain all tests, procedures and treatments to the patient/customer, within the scope of my authority.
- I will answer all call lights and telephones promptly and courteously.
- I will respect the abilities of the person to whom I report.

Provide Extraordinary Care

- I will provide patients/customers with quality care.
- I will be committed to safety as my first priority.
- I am committed to the work I was hired to do.
- I want to go above and beyond what is expected of me.
- I will respond “yes” to customer’s request; and only reply “no” once concurrence from other co-workers is received that we can’t find a way to accommodate the request.
- I will use the chain of command to get the tools and resources I need to provide the best care/service to our patients/customers.

Provide Peace of Mind

- I will be a responsible team member who is honest, trustworthy, ethical and accountable for all my actions.
- I will respect patient/staff privacy and confidentiality requirements.
- I will present myself to patients/customers in a professional manner.
- I will conduct business in an ethical manner.
- I will address patients by name and identify myself to them.
- I will make good use of my skills and abilities.
- I will escort a customer to his/her destination when they appear to need direction.

Close to Home

- I will treat all people with respect, dignity and respond to their needs.
- I will build positive relationships with patients, guests, and fellow employees.
- I understand my role on the team, and the goals of my facility as we strive to meet our community’s needs.

I am proud to say I work at Paris Regional Medical Center. I will uphold these standards at all times and I will strive to hold others accountable to these standards.

Signature

Employee #

Date

Paris Regional Medical Center Leaders commit to:

- Providing high-quality care and service.
- Treating employees with respect.
- Providing the tools and resources needed to provide the best care/service for our patients/customers.
- Providing career development opportunities.
- Striving to provide pay and benefits that are comparable to other healthcare employers in our area.
- Conducting business in an ethical manner.
- Providing an environment that makes employees want to go above and beyond what is expected of them.

Signature

Date

