

Standards of Behavior

Appearance

- I will remember that I may be a customer's first impression of Aspirus and will project a positive, welcoming appearance.
- I will demonstrate professionalism in my personal appearance by adhering to Aspirus' dress code policy.
- I will demonstrate pride in Aspirus' campuses by maintaining a clean, safe environment for our customers and coworkers.
- I will act like an owner of the organization and demonstrate good stewardship.

Confidentiality

- I will protect the confidentiality of information of our customers, providers and fellow employees.
- I will respect our customer's privacy and view patient/resident rooms or treatment areas as their personal space.
- I will knock before entering a room and identify myself by name and title/dept.

Commitment to My Coworkers

- I will promote a culture that helps people feel appreciated, included and valued.
- I will treat everyone as professionals deserving courtesy, honesty and respect.
- I will welcome newcomers and be a positive teacher and role model to them.
- I will collaborate with and be supportive of others.
- I will offer praise whenever possible and look for opportunities to celebrate and recognize teamwork.
- I will speak in a positive manner about our employees, medical staff and facilities.

Customer Service

- I will provide excellent services with respect, compassion and integrity.
- I will remember that customers are not an interruption of my work; they are the reason I am here.
- I will look for opportunities to exceed customer expectations while helping individuals who appear in need of assistance.
- I will respect the time of all customers, internal and external, by taking appropriate action on concerns, complaints, requests and questions.

Communication

- I will remember that my body language speaks as loudly as my verbal message.
- I will patiently explain information to all customers and use words they understand.
- When delays occur, I will apologize, provide updated information and thank our customers for their understanding.
- I will answer the phone in a professional and pleasant manner by identifying who I am and my location.
- I will always portray Aspirus in a positive manner in the presence of patients and visitors.
- I will use discretion in discussing private/personal matters in the workplace.
- I will practice AIDET in my communications (Acknowledge, Introduce, Duration, Explanation, Thank You).

Accountability

- I will hold myself and my coworkers accountable (in a respectful manner) for upholding our Standards of Behavior, policies and procedures.
- I will be an environmental steward by recycling and conserving our resources.
- I will continue to improve my professional growth and knowledge.
- I will continue to look for improvement of processes that deliver services to our customers.
- I will accept responsibility for my action and not place blame on others, if I make a mistake, I will admit to it and thus allow others to learn from it.