

Our Non-Negotiables



Name Badges

Name badges must be worn above the waist at all times. If you forget your badge, you must go home and get it or make a label with your name on it to wear in place of your badge. Physicians are required to wear lab coats and name badges.



Smile is Part of the Uniform

When you encounter patients, guests and fellow co-workers, always smile when you are 10 feet from them. When you are 5 feet from them, say, "Hello."



Telephone Etiquette

When answering phones, state your name and department.



Direction to Department

When visitors ask for directions, instead of pointing, take them to their destination.



Parking in the Right Place

Save close parking for patients/families/guests. Employees must park in employee parking lots.



Communicating with Dignity and Respect

Always address patients, guests and fellow co-workers by name and communicate in a polite manner with everyone you come in contact with. The key skill required is Empathy.



Practicing Environmental Mindfulness

Avoid patient care areas and hallways unless providing care, always be attentive to your choice of walking paths, the volume and tone of your voice, gathering with co-workers and other outward actions to minimize the impact on our patients and guests and to promote a peaceful and quiet atmosphere to allow for healing.