

***The role of all Bay Area Hospital's employees
is to provide excellent service to our
customers and community***



Bay Area Hospital's Service Standards

Attitude:

- Recognize and acknowledge each other by smiling, saying hello or greeting one another.

Appearance:

- Create and maintain a calm, quiet, and safe environment.
- Take pride in our facility. Maintain an uncluttered work place.
- Pick up litter and dispose of it properly.
- Clean up spills and return equipment to its proper place.
- Follow dress code policies and wear your identification badge correctly at all times.

Communication:

- Introduce yourself promptly.
- When someone appears to need directions, escort that person to his or her destination.
- Before leaving a customer ask, "Is there anything else I can do for you – I have time."
- Listen carefully to what our customers and coworkers are saying. Be courteous and friendly. Speak clearly, using easy to understand terms when appropriate.
- If you hear of a service issue, address it or take it to someone who can.
- Discuss confidential or sensitive information about customers, employees, or hospital business only with those who have a valid need to know and do so privately and never in public places.
- Know how to operate the telephones in your area. Provide the correct number before transferring a call. Get the caller's permission before putting him or her on hold and thank the caller for holding.
- Ensure continuity of care by reporting to relief care givers before leaving the floor.
- Focus on the customer and avoid inappropriate personal conversations.

Call Lights:

- All employees are responsible for answering patient call lights.
- Acknowledge call lights within three minutes.
- Anticipate patients' needs so they will not have to use their call light.
- Check on patients one hour before shift change to minimize requests during report.

Customer Waiting:

- An acceptable waiting time for scheduled appointments is ten minutes; it's up to one hour for non-scheduled appointments. In situations where waiting time is unavoidable, customers must be updated about their status at least every 30 minutes.
- If it becomes apparent that a scheduled procedure or exam will be delayed, inform the customer prior to the appointment. In the case of an outpatient procedure, let the customer decide whether to come in later or make a new appointment.
- Customers' families are as important as the customers. Update family members periodically – at least hourly – while a customer is undergoing a procedure.

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- Offer refreshments (if appropriate) and an apology if a wait occurs. Always thank customers for waiting,
- Always thank customers for waiting and apologize for delays.

Elevator Etiquette:

- Always smile and speak with fellow passengers; hold the door open for others.
- When transporting patients in wheelchairs, always face them toward the door and exit with care. If transporting a patient in a bed or stretcher, politely ask others to wait for another elevator.
- Pause before entering an elevator so you do not block anyone's exit. Step aside or to the back to make room for others.
- Walk departing guests to the elevator.

Patient Care:

- Focus on patient's well-being at all times.
- Provide access to call lights, fluids/nutrition, telephone and belongings.
- Involve and include family members in patient care as appropriate.
- Collaborate with each patient's physician to help reinforce the information that the physician has provided.
- Reinforce verbal instruction with teaching sheets or other written material whenever possible.
- Foster a healing environment that promotes a sense of comfort, security, and well-being.

Privacy:

- Knock before entering. Close curtains or doors during exams and procedures. Explain to the patient why you are doing this. Provide a robe or second gown if the patient is ambulating or in a wheelchair. Make sure all gowns are the right size for the patient.
- Personal and confidential information is not discussed in public areas (i.e. hallways, dining rooms, elevators, shuttle, outside of hospital).
- Personal and confidential information is not accessed unless it is necessary to provide service.
- All printed personal and confidential information is disposed of in designated containers.