

I

INTEGRITY

- Doing the right thing even when no one else is looking or listening
- Living up to moral, legal and ethical standards
- Telling the truth; owning up to errors and mistakes
- Being honest and trustworthy in words and actions

C

COMPASSION

- Listening and responding without judgment
- Responding to people with care, concern, tenderness and sensitivity
- Reducing another person's anxiety, fear and distress
- Doing for others as you would like done for you

E

EXCELLENCE

- Focusing on doing the job right the first time, every time
- Looking for ways to continuously improve the way I do my work
- Striving for and expecting better than average outcomes and results
- Choosing to give my personal best in each situation regardless of what others are doing

R

RESPECT

- Honoring the privacy and dignity that all people deserve
- Valuing cultural diversity; remembering that our differences make us stronger and better
- Informing customers about delays and waits
- Always knocking before entering a closed door
- Wearing my ID badge so patients and visitors will know me as a trusted source

T

TEAMWORK

- Acknowledging that everyone brings an area of expertise to the team
- Willing to sacrifice my own preferences at times for the sake of the team
- Committing to the goals of my work area and the organization as a whole; looking for opportunities to pitch in and do more than just the minimum
- Supporting the work of other departments and communicating clearly so that care and service to the customer is flawless
- Being dependable; being a person my teammates can count on

I CERTify that I will always put the **PATIENT FIRST** by following the organization's Values and Standards of Excellence.

Student or (employee signature)

(date)

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