

- Show consideration by minimizing hallway noise and other loud distractions
- Give credit where credit is due
- Inform customers about delays and waits
- Refrain from discussing our customer's business in public areas (hallways, elevators, dining areas, waiting rooms, etc.)
- Always knock before entering a closed door
- Refrain from unprofessional talk and gossip about each other
- Dress neat, clean, and professional—it shows that you respect yourself and others
- Wear your ID badge so that it can easily be read by others
- Use language that the patient understands (free of medical jargon, healthcare abbreviations, etc.)
- Park your vehicle in non-restricted areas to show consideration for the patients, visitors, and guests of EAMC and to make it easier for them to access our facilities
- Refrain from using cell phones for personal calls in front of patients or customers. Cell phones should not be used in any patient care area or patient room for personal use (IP phones are exception; however, they should only be used for communications regarding patient care)
- Discontinue personal phone calls once you enter an EAMC facility. Talking on a cell phone while walking through the hallways of EAMC should be considered disrespectful.
- Posting on any social media concerning EAH matters is prohibited.
- We encourage you to be attentive to the needs of visitors and others once you enter an EAH facility

Teamwork

- Acknowledge that everyone brings an area of expertise to the team
- Be willing to sacrifice your own preferences at times for the sake of the team
- Approach your work and community responsibilities with energy and a happy spirit
- Show optimism, positive thinking, and an openness for change and growth
- Provide solutions to problems, be patient, and seek ways to help the team improve
- Take pride in your work and feel responsible for the outcomes of our efforts; complete your tasks ("hit your mark") or find someone who can help you
- Perform your work in a timely manner and pay attention to details
- Commit to the goals of your work area and the organization as a whole; look for opportunities to pitch-in and do more than just the minimum
- Celebrate accomplishments of the team's work; build each other up
- Support the work of other departments—remember how difficult it would be to serve the customers/patients without everyone's involvement
- Communicate frequently with other departments so that care and service to the customer/patient is flawless
- Look for opportunities to improve your skill and share your knowledge with your coworkers---everyone wins!
- Be dependable; be a person your teammates can count on; report for work on time
- Think safety—for yourself, for your team, for your customers, for everyone
- Pitch in to help keep our grounds and facilities clean and neat; pick up trash, remove clutter from shared spaces and hallways

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

NON-EMPLOYEE NAME _____

NON-EMPLOYEE SIGNATURE _____ **DATE** _____