



## Southern Regional Medical Center

### **Volunteer Service Excellence Behavioral Expectations**

As a Volunteer of Southern Regional Medical Center, you committed to join a team that **Devoted** to serving our customers-including **patients, families, physicians, fellow volunteers, co-workers, and our community**. You have the opportunity to help us make all of patients/customers feel special by treating them like you want to be treated-with courtesy, dignity, respect, and professionalism. The following are specific behavioral expectations that all Southern Regional volunteers will follow when serving all that enter our organization.

#### **Ownership, Image, and Attitude**

- Take pride in Southern Regional Medical Center as if it were your home or business. Accept the responsibilities of your work assignment and adhere to all policies and procedures. Maintain a positive attitude.
- Present a positive personal image be clean and wear your uniform along with your smile.
- Wear your name badge face-up on left pocket or collar. Your name should be always clearly visible while on duty.
- Limit eating, drinking to designated areas.
- Avoid personal conversations with co-workers or fellow volunteers when providing patient care or other customer service duties.
- Do not make inappropriate or negative comments about patients, families, fellow volunteers, or any employees.
- Demonstrate pride in Southern Regional Medical Center and your area by keeping areas clean and safe.

#### **Courtesy**

- When you are within 10 feet of a guest (patients, families, visitors, or employees) make eye contact and smile.
- When you are within 5 feet of a guest (patients, families, or employees) make eye contact an acknowledge him/her with salutation, such as “hello” or “good morning”

- Assist people to finding their way by escorting them to their destination
- When assisting a guests (patients, families, visitors, or employees) make eye contact, smile, introduce yourself, and explain why you are there.
- End each encounter with a warm “is there anything else I can do to help you- I have the time”.
- On an elevator, when transporting patients in wheelchair, always face your guest toward the door and exist with care.
- Pause before entering a doorway or elevator, you do not block anyone exiting

### **Respectful/Confidentiality**

- Respect privacy and dignity: knock before entering a patient’s room and wait for a response before entering. Close curtains or door during exams and procedures, stating “I’m closing the door/curtain for your privacy.” Make sure patients are well covered when ambulating, in wheelchair, or on a stretcher.
- Always use a quiet, respectful tone of voice.
- Do not discuss confidential or sensitive information about patients, fellow volunteers, employees, or hospital business in public places, such as cafeteria, restrooms, or elevators.
- Be sensitive to the religious, spiritual, and cultural differences of others.
- Always respect how others identify (e.g., she, him, they, them)
- Use Sir, Ma’am, or Miss”, when appropriate.

### **Responsiveness**

- Respond quickly to requests for assistance.
- Provide the services or information requested or find someone who can.
- Thank the individuals for waiting.

### **Communications**

- Listen- seek first to understand. Ask clarify questions when needed.
- Know how to operate the telephone in our area.
  - Provide the correct number before transferring a call.
  - Get the caller’s permission before putting him/her on hold and thank the caller for holding.
  - Contact the recipient of the call before transferring.
  - If the recipient is not available, give the caller the option to leave a voice mail message.
- Strive to answer all calls within **5** rings.
  - Identify your department, yourself, and ask “how may I help you?”
  - Example: “Hello, this is Medical Surgery Unit, my name is Jane Doe, how may I help you?”

- Keep people informed while resolving issues or getting answers to questions.
- Avoid expressions, or terms that patients/customers/visitors will not easily understand.

**Commitment to Fellow Volunteers**

- Treat everyone with courtesy, honesty, and respect. Welcome new volunteer and help them become a part of our work team.
- Plan work ahead to avoid last minute requests for assistance or delays and offer to help fellow volunteers whenever possible.
- Do not criticize or embarrass fellow volunteers in the presence of others.
- Follow through in meeting deadlines and keeping promises. When you make a commitment, keep it!
- Address problems by talking with each other first. All volunteers should feel free to contact the Patient Experience Manager

**Safety**

- Report all accidents or incidents promptly to the department management and the Patient Experience Manager
- Follow all safety regulations and procedures

I acknowledge that I have a copy of the Southern Regional Medical Center’s Volunteer Services Excellence Behavioral Expectations. I will conduct myself with the accordance with the Excellence Behavioral Expectations as outline above.

**Volunteer Printed Name:** \_\_\_\_\_

**Volunteer Signature:** \_\_\_\_\_

**SRMC Staff Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_