#### CUSTOMER SERVICE EXCELLENCE STANDARDS





All employees are responsible for Customer Service at Trinitas Regional Medical Center.

A customer is any individual who comes in contact with any aspect of Trinitas Regional Medical Center.

Our customers include patients and their families, visitors, doctors, vendors, volunteers and our fellow employees.





#### **ACKNOWLEDGEMENT**

Escort our customers to their destination.



Smile and

say, "Hello"!

Open and hold doors

for our customers.

Remember to say "Please" and "Thank you".

Greet customers

by name.

Always introduce yourself when greeting a customer.

If someone looks lost, ask if you can help.

It is important that we acknowledge, recognize and anticipate our customers' needs.

ATTENDANCE AND PUNCTUALITY

All meetings will start on time.



Follow department and hospital PTO policies.

Trinitas employees will demonstrate courtesy and respect towards our co-workers and our customers by reporting to work as schedule and on time.

# Smilel

ATTITUDE

Be a good team member!

Be positive!

Exceed our customers

expectations

Everything that we do or say is a reflection of what our customers will think of TRMC. Each and every interaction with a Trinitas customer is an opportunity to serve.



Always identify yourself and ask how you may help.

Return phone calls and email within 24 hours.

The goal of communication is understanding.

Our messages to our customers will be delivered with courtesy, clarity and care.

COMMUNICATION

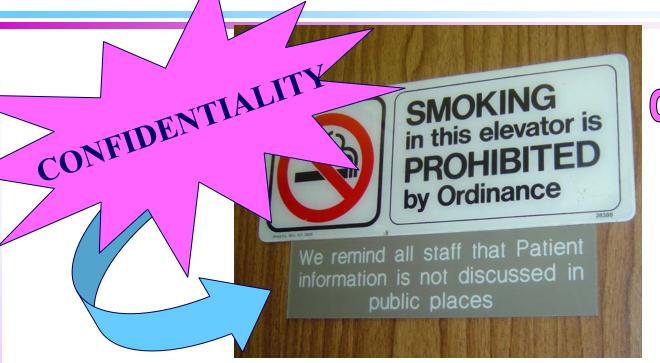
Keep beepers
and cell phones
on vibrate.



Provide information in the customer's preferred language.

Use resources such as CyraCom, language banks, interpreters etc.

Do not eat, drink
or chew gum
while on the phone.



Close curtains
and doors
for privacy.

Use designated
elevators when
escorting customers.

All patient information, stored on paper or electronically, must be kept private.

Trinitas will preserve and protect the safety, confidentiality and privacy of our customers.

AND
RESPECT

Respect cultural differences.

Provide services in a compassionate and sincere manner.

Always knock before entering a patient room.

Every Trinitas employee and customer is to be treated with dignity and respect.



# DRESS/PERSONAL APPEARANCE

Wear ID badge above the waist.

Uniforms must be neat and clean.



## Hosiery or socks must be worn at all times.

Wear jewelry, perfume and aftershave in moderation.

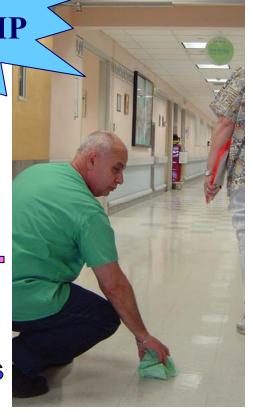
Fingernails must be kept short (5mm beyond fingertips).

Our appearance represents Trinitas Regional Medical Center and shows our respect for our customers.

#### **STEWARDSHIP**

Keep your work area neat and clean.

No personal calls unless it is an emergency.



All employees

must help

keep Trinitas clean.

Smoke in designated areas only.

Misuse of hospital resources will not be tolerated.

We will manage all Trinitas resources responsibly, in support of our Mission.



#### TEAMWORK



### Be respectful.

Know and understand your job.

Listen openly and work to find positive solutions when problems occur.

Be flexible -

work together as a team.

Coordinate services using a team approach.

Value diversity among team members.



All employees are part of the Trinitas team, working towards the common goal of providing quality patient care.



## Keep appointments as scheduled.

**WAIT TIME** 



Update customers
and
family members
when delays occur.

Offer comfort measures, such as reading materials, to customers and family members as they wait.

We strive to provide our customers with prompt service, always keeping them informed and making them comfortable while they wait.

### Give 'em the Pickle!

- Service: Make serving others your number one priority
- Attitude: How you act, feel or think show's your disposition & opinion. How you think about the customer is how you will treat them. A shining attitude is contagious!



### Give 'em the Pickle!

- Consistency:

   Customers return
   because they liked what happened last time. Set high standards and live by them everyday.
- Teamwork: Look for ways to make each other look good. What you do impacts each other and impacts the customer

