



I-CARE!

Integrity, Compassion, Accountability, Respect and Excellence

Demonstrate I-CARE Values – Act as an ambassador of Habersham Medical Center by living the values of and taking pride in the organization.

I will:

- Model behaviors that demonstrate our values in action.

Use AIDET – I will communicate respectfully with patients and customers paying close attention to both verbal and non-verbal messages. I will keep the patients and/or customer updated on what is going on when there is any delay in service and when they should expect another update.

I will:

- **A**cknowledge each patient/customer with a smile and greeting. Making positive eye contact during face-to-face interactions (It lets people know that I am interested and that I care about them).
- **I**ntroduce myself (name and position) to my customers.
- Provide a **D**uration to customers – an estimated length of time for services, whenever possible. Apologize for delays and update the customers as to the status of the delay.
- **E**xplain what I am about to do and provide clear, thorough and understandable information to customers, when appropriate, regarding services and/or processes.
- Use “Please” and “**T**hank You” frequently.

Take Ownership and Be Accountable – I accept complete responsibility for my behavior in relation to mutually agreed upon expectations.

I will:

- Do whatever I can to help and actively explore what more I can do to get the desired results.
- Own the issue until it is resolved. This includes appropriate follow-up in a timely manner.
- Remember that while I am in my workplace and even on break, my actions and behavior reflects Habersham Medical Center; therefore, I will be mindful of my surroundings and who can see or hear me. (Non-work related or personal discussions will be restricted to non-public areas).
- Admit to mistakes. Apologize and take action to correct (no one expects perfection, but they do expect honesty).
- Fully accept the responsibilities of my job.
- Always make the effort to anticipate and exceed my customers’ needs and expectations.
- Choose a responsible attitude and not act like a victim by blaming others.
- Report all risks, customer service violations or incidents.
- Ensure safety of patients, visitors and colleagues.

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Display Positive Attitude – Our customers are not an interruption to my work; they are the reason for my work! I will serve them by providing high quality service with care and courtesy.

- Having a “can-do” attitude.
- Contributing to a positive work environment where people feel supported to do their best; and
- Attitude is everything.

I will:

- Smile every time I greet someone and every time I answer the phone (I know that a smile can be heard as well as seen).
- Be sincere, courteous and friendly in all my interactions with patients, customers and coworkers.
- Take pride in my work and in our organization. Show confidence knowing that what I do is important and essential. Build confidence in others by showing support and appreciation for their work.
- Never take the attitude of “it’s not my job”.
- Be aware of my “mood elevator” and how I influence others. I will choose to push the “up” button and not allow the negativity of others to influence me.
- Choose to cast a positive shadow. *(Is there anything else I can do for you? I have the time.)*

Respond in a Timely Manner – We are all responsible for answering patient/customer requests, irrespective of or job or role.

I will:

- Anticipate the customer needs and respond courteously to requests.
- Commit to customer rounding on a regular schedule to help anticipate needs.
- Every interaction is important!

Foster and Support Innovation – Be innovative.

I will:

- Be open to new ideas, change and new ways of doing things.
- Seek out creative ways to solve problems and encourage and respond to new ideas.

Commitment to Team Members – Be a team player and know that by helping each other, we help our patients.

I will:

- Welcome and support new employees and help them become part of the work team.
- Offer my help to fellow employees, whenever possible.
- Praise and manage up my co-workers often.
- Treat co-workers with honesty, courtesy and respect, and work with them as a team.
- Assume innocence, realizing that my assumptions of someone’s motive may not be accurate.
- Do not participate in gossip.
- Respect the diversity of my team members.

Employee’s Printed Name: _____

Employee’s Signature: _____

Date: _____