

Service Excellence

STAND TO GREET EVERYONE WITH WARMTH AND A FRIENDLY SMILE,
ACKNOWLEDGING ALL TEAM MEMBERS AND GUESTS WITHIN 10FT

RESPOND PROMPTLY AND COURTEOUSLY TO THE INDIVIDUAL NEEDS
OF OUR PATIENTS AND COLLEAGUES

LEARN SOMETHING UNIQUE ABOUT EACH PATIENT, USING THEIR NAME TO
GENUINELY PERSONALIZE THEIR EXPERIENCE

CONDUCT YOURSELF IN A MANNER THAT IS KIND, RESPECTFUL AND
SUPPORTS A POSITIVE WORKING AND HEALING ENVIRONMENT

USE PROPER PHONE ETIQUETTE BY ANSWERING EVERY CALL
WITH A SMILE

IF A PATIENT EXPERIENCES A PROBLEM, WORK QUICKLY AND
KINDLY TO FIND A RESOLUTION

MAINTAIN A PROFESSIONAL APPEARANCE AND A CLEAN AND
ORGANIZED WORK AREA

WHEN PATIENTS NEED DIRECTIONS WITHIN THE CLINIC, PERSONALLY
ESCORT THEM WHENEVER POSSIBLE

PUT WORKPLACE AND PATIENT SAFETY FIRST AT ALL TIMES

CONSISTENTLY DEMONSTRATE OUR STANDARDS OF SERVICE EXCELLENCE
WITH EVERY PATIENT, EVERY TIME.