

RESPECT

I will:

- treat patients, visitors and colleagues with respect and courtesy
- AIDET – Acknowledge the person, Introduce myself, establish a Duration, provide an Explanation and say “Thank you”
- follow the 10/5 rule; acknowledge the person 10 feet away by making eye contact, smiling and saying “hello” at 5 feet away
- help lost guests find their way by walking them to their destination when needed
- embrace diversity throughout the workplace with patients and their families by making a genuine effort to understand their needs
- respect the individuality, privacy and dignity of patients, visitors, and colleagues
- take all measures to protect the privacy of patients, including discussing the patient’s health care in a private place
- practice telephone etiquette by answering the telephone: 1) within three rings 2) with energy and vitality and 3) stating “Good morning,” department name, and “How may I help you?”
- keep all interactions positive by not engaging in negative behaviors such as gossiping, backstabbing, nonverbal negative insinuations, undermining, withholding, infighting and arrogance
- discuss internal issues only with those who need to know
- **refrain from criticizing MUSC in the workplace and in front of our customers**
- practice elevator etiquette: allow visitors to enter and exit first and do not discuss patient information
- show respect for all, regardless of their position in the hierarchy of the organization
- not use any electronic communication device (e.g., cell phone, blackberry, pager, PDA, internet) for personal business while working

EXCELLENCE

I will:

- welcome newcomers to my department
- answer questions posed by patients, students or staff to ensure understanding and facilitate learning
- Manage up, speaking well of each other, (students, residents, faculty and staff)
- take pride in the workplace and help keep my work area clean by cleaning up litter, debris and spills promptly
- maintain a safe environment for our patients, their families, students, residents, faculty and staff
 - understanding all safety codes and knowing how to respond to them
 - using security measures when appropriate
 - understanding and following the National Patient Safety goals
- do my part to ensure that goals set forth by MUSC Excellence program are achieved



ACCOUNTABILITY

I will:

- adhere to the MUSC Code of Conduct
- strive to exceed attendance expectations in order to provide consistency in quality of service
- be fiscally responsible by not wasting time or resources
- wear my badge at lapel level with photo facing out
- wear appropriate clothing that is in compliance with departmental standard and image policies
- take pride in my overall appearance
- take responsibility for making sure that my actions, behaviors and decisions reflect positively on MUSC
- support a culture that finds solutions, rather than one that makes excuses or blames others
- hold myself and staff accountable for providing professional and reliable service in a consistent manner
- adopt and promote AIDET in all appropriate actions
- communicate any concerns, suggestions and ideas to my supervisor in an open and honest manner
- uphold patient, student, resident, faculty, staff and institutional confidentiality
- complete all mandatory training and maintain appropriate credentials/licensure
- collaborate with colleagues of other departments to ensure success of the institution
- adhere to and uphold all MUSC policies and procedures
- acknowledge and respond to e-mail, voice mail and other forms of communication in a professional and timely manner
- attend and participate in student, resident, faculty and staff meetings as required
- be punctual for meetings and appointments

ADAPTABILITY

I will:

- maintain a positive, willing and flexible attitude
- be a team player and remove the phrase, "It's not my job," from my vocabulary
- work collaboratively to help others
- be proactive in identifying opportunities for individual growth and departmental improvement
- be receptive to constructive criticism
- promote cooperation between colleagues/departments
- embrace change and offer suggestions for resolutions to problems
- respect and listen to my colleagues' ideas



MUSC
Excellence
Building On Success

STANDARDS OF BEHAVIOR

MUSC
MEDICAL UNIVERSITY
OF SOUTH CAROLINA

Discovering. Understanding. Healing

We, as part of MUSC, are committed to providing EXCELLENCE in patient care, teaching and research in an environment that is RESPECTFUL of others, ADAPTIVE to change, and ACCOUNTABLE for outcomes

Individually, we pledge to practice these standards of behavior for the benefit of our colleagues and the betterment of MUSC.