

UH Service Excellence *Standards*

Dress Code

Following the dress code contributes to a positive impression in your daily contact with patients, visitors and fellow employees.

Phone Etiquette

Answer every call with: *Good morning/afternoon/evening, (your unit/department), (your name) speaking, How can I help you?*

Noise Level

Take an active part in maintaining a quiet and healing environment. Be aware of your own volume in hallways and other public areas.

Attitude

A positive attitude, eye contact, a smile, a friendly tone of voice—all contribute to creating a space where patients and visitors feel welcome.

Cell Phones

Cell phones should always be on vibrate or with simple sound alerts only. Personal cell phones should never be used via text or voice while you are working.

Elevator Etiquette

Smile and say “hello” when you get on the visitor elevators. REMEMBER, *patient elevators* are for patient transport, equipment transport and emergency use only.

One Goal. One Passion. Every Patient. Every Time.