

## 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.**