



Standards of Behavior

All applicants are required to read Shenandoah Medical Center's Standards of Behavior. Please review the Standards of Behavior before continuing on to the application.

Customer Service & Respect

- We consistently go out of our way to provide exceptional care and exceed the expectations of our customers, patients and co-workers in all situations, regardless of our title, position or job.
- We immediately acknowledge and/or greet everyone we meet with eye contact, a smile, and a friendly greeting.
- We use respect when addressing all customers, patients and co-workers, refraining from terms of endearment such as "honey", "sweetie", "grandpa", etc.
- We seek opportunities to assist patients and visitors in finding their destination by accompanying them. We treat others the way we would like to be treated – with the greatest care and love.
- We do not use or disclose any confidential records of any person, including friends, relatives, staff members, or volunteers, unless authorized to do so and required to do so as part of our official duties.
- We convey our concern for patients and our willingness to serve through our manner, expressions and communications.
- We respect all individuals' personal and cultural beliefs, ideas and contributions in a supportive manner.

Communications

- We use eye contact and body language that displays respect.
- We communicate by using terms our patients, families and coworkers can understand.
- We acknowledge the power of a sincere apology.
- We ask questions with clarity and listen carefully to create better understanding.

Teamwork

- We promote an environment that supports mutual respect and teamwork.
- We share in the responsibility for maintaining a clean, attractive hospital by picking up after ourselves and routinely disposing of visible trash indoors and out.
- We model personal responsibility by completing required tasks ourselves and not leaving them for others to do.
- We are flexible when faced with changes to our work environments or work schedules.
- We look beyond our assigned tasks to assist co-workers when possible or find resources when necessary.
- We maintain a safe work environment by practicing safe personal habits and being aware of hospital-wide safety concerns.

Professionalism

- We promote confidence in Shenandoah Medical Center by maintaining a professional demeanor at all times.
- We do the right thing for the right reason even when no one is watching.
- We are honest and reliable in everything we do.
- We communicate respectfully in all situations to maintain the privacy and dignity of our coworkers, patients and customers.
- We dress to reflect respect and professionalism toward the hospital and our patients, being mindful of what our appearances communicate.
- We maintain zero tolerance for abusive behavior (verbal or physical).
- We maintain appropriate and current competencies according to our job classifications.

Loyalty

- We display loyalty to our entire SMC team by refraining from gossip, rumors or inappropriate language.
- We support/advocate for the hospital and the organization in our community.
- We demonstrate respect for organization traditions and values through our actions and attitude.

As a Shenandoah Medical Center employee or applicant I have read, understand, and agree to these Standards of Behavior. As a member of the Healthcare team at Shenandoah Medical Center I am committed to abide by these Standards and to assist others in abiding by them.

Employee/Applicant Signature

Date

Witness

Date