

Cambridge Health Alliance Service Standards

Welcoming

- Greet patients, families and visitors promptly and warmly, making eye contact.
- Ask patients how they would like to be addressed.
- Introduce yourself with your name, your department and your role.
- Dress professionally and wear your ID badge where it can be read.

Informing

- Explain what you will be doing before you begin, and invite questions.
- Give updates and apologies about delays.
- Call interpreters without hesitation.
- Use professional telephone standards:
 - *Good (morning, afternoon, evening)*
 - *Site and name of your department/unit*
 - *This is (your first name)*
 - *How can I help you?*
 - Before hanging up: *Is there anything else I can help you with?*

Noticing

- Stop and help if someone looks lost or confused. Escort the person to their destination, or ask someone else to do so.
- Help maintain a clean, safe and attractive environment.
- Keep patient areas quiet – reduce all sources of noise.

Expressing Caring and Concern

- Protect people's privacy and dignity: knock on doors to patient rooms/exam rooms; keep patients covered up appropriately.
- When things go wrong, do what you can to make them right, right away.
- Keep complaints about personal or professional problems away from patients and family members.
- When getting ready to leave a patient room/exam room, ask, *"Is there anything else I can do for you?"*
- Say a warm good-bye when a patient is done with an outpatient visit or is being discharged, and *thank* the patient for coming to Cambridge Health Alliance for their care.

Supporting Your Colleagues

- Take responsibility for communicating clearly.
- Follow through on commitments.
- Respect all kinds of differences.
- Assume good intentions.



Cambridge Health Alliance



HARVARD
MEDICAL SCHOOL
TEACHING AFFILIATE

GR07_292-ServStnds

I have reviewed the Cambridge Health Alliance Service Standards. I understand and embrace the service standards of Cambridge Health Alliance. I commit to performing my duties in a manner consistent and representative of the service standards of the Cambridge Health Alliance.

Signature: _____ Date: _____