All employees are responsible for Customer Service at Trinitas Regional Medical Center.

A customer is any individual who comes in contact with any aspect of Trinitas Regional Medical Center.

Our customers include patients and their families, visitors, doctors, vendors, volunteers and our fellow employees.
“A SMILE is the universal welcome”...
ACKNOWLEDGEMENT

It is important that we acknowledge, recognize and anticipate our customers’ needs.

Remember to say "Please" and "Thank you".
Greet customers by name.
Always introduce yourself when greeting a customer.

Smile and say, "Hello"!

Open and hold doors for our customers.
If someone looks lost, ask if you can help.

Escort our customers to their destination.

ATTENDANCE AND PUNCTUALITY

All meetings will start on time.

Follow department and hospital PTO policies.

Trinitas employees will demonstrate courtesy and respect towards our co-workers and our customers by reporting to work as schedule and on time.
ATTITUDE

SMILE!

Be a good team member!

EXCEED OUR CUSTOMERS EXPECTATIONS!

Everything that we do or say is a reflection of what our customers will think of TRMC. Each and every interaction with a Trinitas customer is an opportunity to serve.
The goal of communication is understanding. Our messages to our customers will be delivered with courtesy, clarity and care.

Give customers priority, stop what you are doing, listen to their needs and assist them.

Return phone calls and email within 24 hours.

Always identify yourself and ask how you may help.
Keep beepers and cell phones on vibrate.

Provide information in the customer's preferred language.

Use resources such as CyraCom, language banks, interpreters etc.

Do not eat, drink or chew gum while on the phone.
Trinitas will preserve and protect the safety, confidentiality and privacy of our customers.

All patient information, stored on paper or electronically, must be kept private.

We remind all staff that Patient information is not discussed in public places.

Close curtains and doors for privacy.

Use designated elevators when escorting customers.

CONFIDENTIALITY
Every Trinitas employee and customer is to be treated with dignity and respect.
Our appearance represents Trinitas Regional Medical Center and shows our respect for our customers.

Wear ID badge above the waist.
Uniforms must be neat and clean.
Hosiery or socks must be worn at all times.
Wear jewelry, perfume and aftershave in moderation.
Fingernails must be kept short (5mm beyond fingertips).
STEWARDSHIP

We will manage all Trinitas resources responsibly, in support of our Mission.

All employees must help keep Trinitas clean.

Smoke in designated areas only.

Misuse of hospital resources will not be tolerated.

Keep your work area neat and clean.

No personal calls unless it is an emergency.
All employees are part of the Trinitas team, working towards the common goal of providing quality patient care.
We strive to provide our customers with prompt service, always keeping them informed and making them comfortable while they wait.

Update customers and family members when delays occur.

Offer comfort measures, such as reading materials, to customers and family members as they wait.
Give ‘em the Pickle!

- **Service:** Make serving others your number one priority
- **Attitude:** How you act, feel or think show’s your disposition & opinion. How you think about the customer is how you will treat them. *A shining attitude is contagious!*
Give ‘em the Pickle!

- **Consistency:** Customers return because they liked what happened last time. Set high standards and live by them everyday.

- **Teamwork:** Look for ways to make each other look good. What you do impacts each other and impacts the customer

(2008)