



# Regional Medical Center

## MEDCare Commitment Standards

The mission of **Regional Medical Center** is to improve the health and well-being of the people we serve by providing compassionate care and exceptional services. To ensure that this mission is met, I pledge to provide sensitive, quality care at all times and I am committed to the following MEDCARE customer satisfaction standards:

- *Positively represent Regional Medical Center in the workplace and the community.*
- *Treat the people we serve as guests: be courteous, make eye contact, smile, introduce myself, address people by name whenever possible.*
- *Present a professional image: apparel and appearance are appropriate, neat and clean with name badge highly visible.*
- *Answer the telephone with a "smile". Identify myself and ask how I can help the caller. Eliminate transfers as much as possible.*
- *Listen to one another and to the people we serve and respond promptly and reliably.*
- *Anticipate the wants and needs of the people I serve. Ask "how can I help you?" and "is there anything else I can do?"*
- *Work to effectively communicate with patients, families, and each other.*
- *Keep the people we serve informed about their care and treatment.*
- *Maintain a safe and clean environment.*
- *Act to reverse negative service situations using the 4A's (anticipate, acknowledge, apologize, amend) process.*
- *Respect the privacy and confidentiality of the people we serve, our physicians and my fellow employees.*
- *Strive to master the skills needed to do my best for the people we serve.*

Because patients, families and co-workers depend on what I do, I will extend myself so **Regional Medical Center** patients will receive a level of service that exceeds their expectations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please complete and mail, scan/email, or fax back to Attn: Volunteer Intern, Community Affairs & Engagement/Volunteer Services, Regional Medical Center at Memphis, 877 Jefferson Ave., [volunteers@the-med.org](mailto:volunteers@the-med.org), Office: 901.545-7427, Fax: 901.545.8604.