



The South Bend Clinic Service Standards

The purpose of this document is to ensure a clear understanding of the attitudes and behaviors that are expected from every South Bend Clinic employee. It is vital that **every** current or prospective employee be able to consistently exhibit all of the following **Service Standards** in order to provide the best medical care possible to every patient entering The South Bend Clinic’s multispecialty system. Remember, patients are the reason we are here!

First Impressions

- Always wear your name badge on your lapel or chest pocket. Keep your work area tidy and ensure that your personal appearance is professional and appropriate at all times.
- Take pride in working for The South Bend Clinic. Make sure your words and actions always promote a positive image of The South Bend Clinic.
- Acknowledge every person you come into contact with (patient, employee, visitor, or other) by making eye contact, smiling, and by using an appropriate greeting (ex. “Good morning Ms. Smith, how may we help you today”).
- Personalize every patient visit. Try to remember something personal about the patient to discuss during their visit.
- Introduce yourself by name and title when you first meet a patient.

Telephone

- Smile when answering the phone.
- When answering the phone say, “(department), this is (your name), how may I help you today?”
- When putting callers on hold, use the statement above, then ask, “Can you hold please?” and wait for confirmation.
- Always keep “on hold” callers apprised of their status. When you return to the line first say, “Thank you for holding.”
- If you cannot resolve a call, take name/number and promise a call back. Be sure to call back when you say you will even if you do not have a resolution yet.
- When taking messages, repeat the information and use the appropriate form.
- When forwarding calls, confirm that you have dialed the appropriate person/department and stay on the line until the transfer is complete.
- Ensure all questions have been addressed before the caller hangs up by asking, “Is there anything else I can help you with today?”

Patient Communication

- Communication should make patients feel we truly care. Be mindful of your facial expressions, body language, tone of voice, and your choice of words when speaking with patients.
- Use words and phrases such as thank you, pardon me, it’s my pleasure, good morning/afternoon, and certainly.
- Value a patient’s time; keep them informed of delays.
- Make sure patients know what to expect during their visit. Use reassuring terms that they understand.
- If a patient comes to you with a concern or complaint, make sure to go out of your way to resolve the concern or complaint. Ask for help if needed.
- Express genuine concern (empathy) and listen attentively when interacting with our patients.

Team Work

- Serve our physicians and each other to ensure great patient care by promoting a culture of teamwork and professionalism. We are all critical to the patient care process.
- Coordinate patient visits by communicating daily with your fellow employees.
- Keep your promises.
- Approach all disagreements as problems to be solved.
- Attempt to solve problems yourself before taking them to your supervisor.
- Don’t criticize colleagues in front of patients or other employees.
- Cooperate with efforts to improve work processes.
- Take the initiative in offering to help co-workers in overload situations.
- Respect the dignity of fellow employees. Treat your co-workers with respect at all times.

I, the undersigned, pledge that I am able and willing to commit to all of The South Bend Clinic Service Standards. I understand this is not a contract of employment. I further understand that failure to demonstrate the behaviors consistent with The South Bend Clinic Service Standards may result in counseling and corrective action.

Current or Prospective Employee

Supervisor

Date