

My Commitment

I have read, understood, and discussed with the Director of Human Resources, the standards of Hardin Medical Center as outlined in the Port of Excellence Standards of Conduct. If hired, I agree to make a personal commitment to uphold these standards and agree to represent Hardin Medical Center in:

Attitude: I will project a positive and enthusiastic attitude about my work to co-workers and customers alike. I will make the effort to be helpful, considerate, cheerful, respectful, empathetic, confidential, and supportive in my daily interactions.

Appearance: My personal appearance represents Hardin Medical Center. Therefore, my grooming and dress reflect my respect for my customers. I will take pride in myself and take pride in my facility. I will look the part because I am a part of a respected tradition. I will present a professional appearance in my dress and actions.

Communication: I am committed to listen attentively to my customers, so that I can fully understand their needs. I will pay close attention to both my verbal and non-verbal communications. I will deliver my messages with courtesy, clarity and care. I understand that rudeness will not be tolerated.

Sense of Ownership: I will focus on quality in all interactions and actions as my workday progresses. I will take pride in whatever I do and be responsible for the outcome of my efforts. I realize that my work reflects and defines my sense of ownership.

Commitment to Co-Workers: My co-workers and I are a team. I agree to work together with them serving our patients and community. My co-workers deserve my respect and without their contribution, I could not perform my job.

Patient Needs: I will respond to my patient's needs and requests in a courteous, caring and respectful way. I will provide for their needs in a timely and efficient manner; ensuring that I gain the confidence of my patients while demonstrating commitment.

Privacy: I will do my part in preserving patient's rights, privacy and modesty and will maintain a secure and trusting environment. I will do this to promote their peace of mind and decrease anxiety.

Live by the Code: I understand that Hardin Medical Center is proud of its long tradition of responsible conduct and outstanding reputation for lawful and ethical behavior. I recognize our reputation is both a source of pride, and one of our greatest assets, as it enables us to fulfill our mission based on integrity and trust.

Customer Waiting: I recognize that my customer's time is very valuable. Therefore, I will provide my customers with prompt and efficient service.

Campus Etiquette: As an employee of Hardin Medical Center, I am committed to use good manners at all times and to create a favorable impression on my patients, visitors, and co-workers in order to build a satisfactory environment.

Environmental Awareness: I agree to abide by the safety standards and think safety, act safely, and stay safe.

Name

Date