

# Service First Expectations For BMH DeSoto Students

The following comprise the minimum requirements for anyone in a clinical rotation at Baptist Memorial Hospital Desoto:

## **Maintain Service First Attitudes:**

Service First is our Golden Rule: Service First is how good you feel when those around you treat you with kindness and respect. Service First is treating everyone with the same kindness and respect you want for yourself.

- |                  |   |
|------------------|---|
| ▪ Focus          | Put others first                          |
| ▪ Identify       | Know what others need                     |
| ▪ Respond        | Meet the needs of others                  |
| ▪ Satisfy        | Make sure others feel their needs are met |
| ▪ Take ownership | Believe it is your job to serve others    |

## **Behaviors**

1. Introduce yourself and call the patient by their name. Nicknames, such as: honey, sweetie, and baby, are not appropriate.
2. Acknowledge and make eye contact with anyone who comes into your area, even if you are busy or on the phone. Let them know you will be with them as soon as possible.
3. Give good directions and take people to their destinations if you have time – or hand them off to someone that can assist them.
4. Smile and be courteous.
5. If the patient is in a room, knock on the door before you enter.
6. Explain as much as you can to the patient. They really appreciate it.
7. Never use the term “that is not my patient.” Make the patient’s problem your problem by being their “agent” to help solve the problem.
8. Respond quickly and timely to the patient’s request.
9. Show enthusiasm and use good manners. Use the magic words: Please, thank you, Good Morning, Good Afternoon, I’d be happy to, Certainly.
10. Focus on the needs of the patient. Treat them like they are special.
11. Go the extra mile. Don’t wait for the patient to identify what they need or don’t have.
12. Don’t display frustration in front of the patient.
13. Don’t share unit or personal business with the patient.
14. Never discuss staffing needs in front of the patient.
15. Always remember that the patient’s perception is reality, and the only thing that matters.
16. Adhere to no employees’ food or drink at the patient’s side.
17. Keep the unit and patient rooms neat and tidy.
18. Maintain patient confidentiality.

I have read the following expectations and understand the expectations.

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date