

JOB DESCRIPTION ADDENDUM (ADMINISTRATIVE SUPPORT NON-PATIENT CARE)

WORLD CLASS PRACTICES : MY COMMITMENT TO CARE

As UCLA David Geffen School of Medicine employees, it is our responsibility to treat visitors and each other with courtesy, dignity, respect and professionalism. This is an addendum to the UCLA David Geffen School of Medicine Job Description. The following are specific expectations by which all employees are measured in their performance evaluations.

Communication- The practice of C-I-CARE

Practice C-I-CARE when interacting with visitors, internal customers and co-workers.

For interactions, use the following:

- Connect with the visitors, internal customers and co-workers by addressing them as Mr./Ms., or by the name that they prefer.
- Introduce yourself and your role.
- Communicate what you are going to do, how long it is going to take, and how it will impact them.
- Ask and anticipate visitors, internal customers and/or co-workers needs, questions or concerns.
- Respond to visitors, internal customers and/or co-workers questions and requests with immediacy.
- Exit courteously and/or with an explanation of what will come next (or when you will be back to check on them).

C-I-CARE Phone Etiquette

Practice C-I-CARE phone etiquette during all phone interactions:

- Before answering the phone, discontinue conversations or activities that may be heard by the caller.
- Answer the phone within 3 rings.
- Give greeting, identify your department, give your name, and offer assistance such as, "May I help you?"

Courtesy

Always exercise courtesy whenever visitors, internal customers and co-workers are present. This includes the cafeteria, visitor waiting areas, hallways, elevators, and administrative offices.

- Make eye contact and smile with visitors, internal customers and co-workers. Offer a greeting when passing, such as, "Good morning."
- Allow visitors to go first when getting in/out of elevators, doorways and in the hallways.
- Offer to help visitors get to their destination, or provide directions.
- Speak in moderate tones; be aware of the level of your voice (speaking loudly or yelling) in the hallways or elevators.
- Demonstrate professional behavior whenever visitors, internal customers and co-workers are present. Avoid lying down, sleeping, removing shoes, eating, laughing or speaking loudly or disruptively. Avoid boisterous behavior in areas within earshot of visitors.
- Maintain appropriate conversations, being respectful of employee confidentiality. Conflicts or disagreements of a work-related or personal nature should be discussed where visitors, internal customers and co-workers are not present.
- Personal cell phones or listening devices may only be used during break times and only in designated break areas.

Respect

- Respect privacy and dignity.
- Do not make disparaging remarks about other departments or staff in front of visitors.
- Respect individual and cultural differences.

Professionalism

Maintain professionalism in the presence of visitors, internal customers and co-workers.

- Show pride by maintaining professional appearance while on duty. Adhere to organizational appearance standards. Wear name badge appropriately.
- Demonstrate an ongoing responsibility and commitment through good attendance and by being on time to work.
- Demonstrate pride in UCLA Health System by keeping areas clean and safe.
- When within hearing of any visitors or staff members, keep comments about co-workers or any part of UCLA Health System positive and appropriate.
- Teamwork: recognize that each person has an area of expertise and that his or her contribution is valuable.

My Commitment to Care:

I, _____, a member of the UCLA David Geffen School of Medicine team, realize that I have a direct influence on
(Print Name)
the well being of patients and colleagues, and on how effectively our Health System works. My commitment to fulfill these communication, courtesy, respect and professionalism expectations recognizes that I would want to be treated in a similar fashion as a patient or co-worker. My personal pledge to the UCLA David Geffen School of Medicine is to conduct myself in a manner that will be a model of caring for my team and others.

Employee Signature

_____/_____/_____
Date