

**VALLEYCARE**  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**DEPARTMENT: FACILITIES**  
**POLICY & PROCEDURE**

**NUMBER: 697**  
**VERSION: 1**

**SUBJECT/TITLE:** COURTESY AND PROFESSIONALISM

**POLICY:** Facilities division employees must always be courteous to all. Courtesy is the trait of a professional person and the division is judged by the actions and attitudes of its employees at the time of an encounter. Employees should always treat patients, visitors, and fellow workers with courtesy and respect.

**PURPOSE:** To state Facilities division policy on courtesy and professionalism.

**PROCEDURE:** In the performance of duties, employees should look and act professional.

- When checking a patient room, tell the patient what you are doing and what to expect.
- When responding to a work order, be prompt and repair the equipment or explain what parts will have to be ordered, etc. Pay attention to details and follow through.
- Complete the task you have started. Do not leave the job half done.
- Be neat and well groomed.
- Remember, all of the good public relations that the hospital has may be undone by one person with a bad attitude.

**DEPARTMENTS:** FACILITIES

**DEFINITIONS:**

References:	
Approved by: Robert Ross (Director, Facilities)	Date: 08/12/2009
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Distribution: Facilities	
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