



Standard Workplace Expectations	Attachments <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Key words Patient Experience, Teamwork, Safety, Dress Code, Diversity, Healthy Workplace Communication, Call-in, Attendance, Breaks, Privacy, Computer Use, Cell Phones, Communication, Dr. Appointment	Number GHP-PC-CLINIC LAB- Procedures-Standard Workplace Expectations v. 03-2015
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Manual Clinic Laboratory Procedure Manual	Last Review Date See Electronic File
Issued By Clinic Laboratory Administration	Next Review Date See Electronic File
Applicable Clinic Laboratory Staff	Origination Date March 2015
	Retired Date
Level of Complexity Not applicable	Approved Date March 9, 2015
Review Responsibility Laboratory Technical Consultants	Contact Laboratory Technical Consultants

PURPOSE

To set workplace expectations to maximize customer service and experience.

1. Patient Experience:

You will provide every patient with an exceptional experience. You will acknowledge our patients each time you come into contact with them. You will convey a positive tone of voice when speaking with our pts on the phone or in person. This includes the skills you learned in your Experience training:

Warm Genuine Welcome

- Phlebotomist: Walk to the waiting room to meet and direct the patient
- Smile and Eye Contact
- “Good Morning/Good Afternoon”
- “My name is _____”
- Alternate: if on 1st name basis, “Good Morning, Good Afternoon” Say-patient name”
- Ask a question such as “How may I help you” or “Are you here for lab work today?”

“ Patient Centered Care:

- Narrate the care
- Show empathy & respect
- Ensure patient understands
- Assess comfort level

Warm Genuine Close:

- Ask if they are active for On-Line services.
- Ask “Is there anything more I can do for you today”
- Thank you for choosing HealthPartners”

2. Professionalism and Confidentiality:

- Be professional
- Keep personal conversations appropriate and quiet.
- Be sure to keep discussion at the lab window quiet to preserve patient confidentiality.

3. Teamwork:

- Be an active listener
- Be aware of the teams needs
- Request help and accept help
- Communicate with honesty and respect
- Value the contributions of team members
- Refrain from blaming or talking negatively about team members or other departments
- It is an expectation that all lab assistants and medical laboratory technicians perform phlebotomy duties.

4. Safety:

- Drinking, eating, applying cosmetics or chap stick in the laboratory is prohibited. Food or drink cannot be stored in the laboratory specimen refrigerator.
- Gloves must be worn during phlebotomy procedures and anytime there is a possibility of exposure to body fluids.
- Hair (including mustache and beard) must be clean and well groomed. Hair long enough to contact patients, equipment, work surfaces or specimens should be securely tied back.
- Dress code must be followed
- Lab coats must be worn and buttoned. Refer to the Lab Safety and Dress Code Policy.
- Universal precautions must be adhered to at all times.

Refer to the Laboratory Safety and Chemical Hygiene Plan found in Compliance 360 for full details.

5. Embrace Diversity

Be aware of your own assumptions and biases. Make a positive commitment to diversity.

- Be inclusive of people, ideas and perspectives
- Be Respectful of others
- Be open and curious
- Promote fairness
- Provide equitable care and opportunity for all

6. Healthy Work Place and Promises:

- You are expected to model the Healthy Workplace behaviors.
- You are expected to fulfill your role in HP “Promises to Patients, Families and Members” and Promises to Each Other.
- It is expected that you will first attempt to work out disagreements or conflicts amongst yourselves using the HWP 1:1 communication tool.

7. Respect:

You are expected to treat fellow team members with RESPECT as defined on your RESPECT badge.

Reliable: Be dependable and follow through on responsibilities

Excellence: Go above & beyond to make a positive difference each day

Show Appreciation: Value and acknowledge contributions

Positive Attitude: Be friendly, optimistic and helpful

Embrace Difference: Honor & learn from your uniqueness & experiences

Communicate: Listen, seek to understand and share information

Teamwork: I will support you and together we will succeed

8. Dress/ Appearance:

- Report for work in appropriate attire in compliance with the Lab Dress Code policy found in Compliance 360. Policy number is GHI PC HPMG Ops 30
- Anyone not in compliance will be contacted on an individual basis and may be sent home to change into the proper attire, without pay.
- Name badges will be worn so that they are easily viewed by both Patients and Staff.

9. Call-in Procedure for Sick/Late Calls:

Notify the Lab Scheduler if you are not able to come to work or are unable to arrive at your scheduled time as required by the Scheduling and Call in Policy found in Compliance 360.

10. Doctor Appointments

- Time off for doctor and dentist appointment must be preapproved.
- Try and avoid scheduling your Doctor or Dentist appointments during your scheduled work time.
- Refer to the Scheduling and Call in Policy found in Compliance 360 for more detail.

11. Timecards

- Timecards are legal documentation.
- It is recommended that timecards are completed each day that you work.
- Timecards must reflect your actual hours worked
- If you are not working, (for example, vacation, sick, jury duty, etc.), refer to the Scheduling and Call in Policy found in Compliance 360 regarding proper timecard completion.

12. Attendance and Breaks

- Be ready to work at your scheduled start time and work up through the end of your shift.
- Adhere to your daily schedule including lunch and break times
- Do not skip breaks, lunch or alter your schedule to makeup missed time.
- Do not combine your breaks and lunch to extend your lunch period.

13. Communication

- Employees are expected to access Outlook e-mail each day of work to review any updated information.
- E-mails that require an action such as review and documentation of the review, must be responded to by the required deadline..
- Employees are expected to seek additional information from a supervisor if policy/procedures are not understood.

14. Personal Conversations and Computer Usage

- You are not allowed to have your cell phone on you while working.
- Personal phone calls, texting or conversations must be limited to your breaks or lunch periods.

- While working, computer and Internet use must be limited to work related activities only.
- Personal computer usage including personal e-mails, internet usage, and any programs on your work computer are to occur during your lunch and breaks.
- Review the Electronic Mail, Internet, and Electronic Devices and Social Media Use Policies to ensure that any personal use of employer property is appropriate.

15. Privacy

Privacy is a term used to describe the protection of our patients' and members' personal information and is sometimes referred to as confidentiality. Privacy is an important component to our everyday work environment. In addition to HealthPartners' ethical commitment to privacy, there are also many state and federal laws regulating privacy. It is our goal to comply with federal and state laws and to create a culture sensitive to privacy concerns.

- Your employment at HealthPartners/GHI should never be used to access the protected information of anyone (patients, family members, friends, coworkers, leaders, etc.) for non-business reasons.
- It is not appropriate to ask your coworkers to access the protected information of your family members, friends, self, coworkers, or leaders. Employees must access such information as would any patient or member.
- Employees must access their own Protected Information in “view only” on *limited* and *incidental* basis that does not interfere with business activities or job performance.

Discipline for Breaches of Privacy and Privacy Policies will be followed in the event of privacy violations.

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DEFINITIONS

COMPLIANCE

Failure to comply with this policy or the procedures may result in disciplinary action, up to and including termination.

ATTACHMENTS

HWP Communication

OTHER RESOURCES

None

APPROVAL

Manager, Laboratory Business & Clinic Operations

ENDORSEMENT

Laboratory Administration