



General Orientation for Clinical Students and Residents

Customer Service

As you know, healthcare is changing! With today's competitive market, it is critical that we understand and respond to the needs of our customers ... external (patients) as well as internal (co-workers).

It's a matter of P.R.I.D.E. (**P**racticing **R**espect **I**n **D**ealing with **E**veryone).

It is said that professionals:

- a. Are good at what they do,
 - b. Know why they are good, and
 - c. Are always trying to get better
- ... Customer service is a continuous improvement process!

Keys to great customer service include:

Six steps to Knock Your Socks Off customer service:

1. Greet people.
 - a. Get eye contact.
 - b. Thank them for selecting Unity Health Care
 - c. Tune the world out and them in.
2. Value people.
 - a. Think, "You're the customer – you're the reason I'm here."
 - b. Think, "You make my job possible!"
3. Ask how to help people.
 - a. Ask, "How may I assist you?"
 - b. Find out why they came in.
 - c. Ask open-ended questions to further understand their needs.
4. Listen to people.
 - a. Listen to words.
 - b. Listen to tone of voice.
 - c. Listen to body language.
5. Help people.
 - a. Satisfy their wants or needs.
 - b. Solve their problems.
 - c. Give them extra value but exceeding their expectations, if possible.
6. Invite people to have further contact.
 - a. Thank them for choosing Unity Health Care
 - b. Provide contact information for if they need further help.
 - c. Leave them with a good feeling about their encounter with you.

Unity Health Care requires that we all behave in a professional and courteous manner.

UHC Non-Harassment Policy

Harassment of co-workers and patients on the basis of race, color, national origin, religion, sex, gender, sexual orientation, age, marital status, physical or mental disability, medical condition, political affiliation or belief, veteran status, or any other characteristic protected by law, including sexual harassment is unacceptable and will not be tolerated by Unity Health Care.

Sexual harassment is not limited to demands for sexual favors. It may include:

- ✓ Sex-oriented verbal “teasing” or jokes
- ✓ Repeated offensive sexual flirtations, advances or propositions
- ✓ Continued or repeated verbal abuse of a sexual nature
- ✓ Graphic or degrading comments about an individual or their appearance
- ✓ The display of sexually suggestive objects or pictures
- ✓ Subtle pressure for sexual activity
- ✓ Nonconsensual or inappropriate physical contact

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome and that is personally intimidating, hostile, or offensive.

Any unwelcome sexual overtures should be reported immediately to your university coordinator or to a Unity Health Care representative if the university coordinator is the alleged harasser.

Infection Control

Standard precautions apply to blood, body fluids, secretions, and excretions, except sweat, regardless of whether or not they contain visible blood, non-intact, and mucous membranes. Standard precautions are designed to reduce the risk of transmission of microorganisms both from recognized and unrecognized sources.

As a quick review ... there are five main routes of transmission for infections:

1. Contact

- ❖ Direct – involves direct skin to skin contact and physical contact transfer of microorganism
- ❖ Indirect – involves contact of a susceptible person with a contaminated object.

2. Droplet

Droplets are transmitted directly from the source person, during coughing, sneezing and talking, and during certain procedures.

3. Airborne

Airborne transmission occurs by dispersion of either airborne droplets or evaporated droplets containing microorganism that remain suspended in the air for long periods of time.

4. Vehicle

The transfer of microorganisms by way of contaminated items. For example, blood can carry hepatitis and HIV.

5. Vectorborne

Transmission occurs by microorganisms being carried by animals (rats, roaches, mosquitoes, etc.)

As healthcare providers, you are exposed to blood and other potentially infectious materials with the most common method of transmission/contamination being:

- Cut or sticks from contaminated sharps
- Contamination via open skin lesions
- Contamination of the eyes, nose and, mouth from contaminated body fluids

Universal Precautions must be used:

- Treat all blood, blood products and body fluids as if they are CONTAMINATED
- Wear protective apparel when there is a POTENTIAL or EXPECTED risk for contamination
- WASH your hands frequently for 15-20 seconds.

If you become exposed or contaminated:

- Flush the contaminated area with a large amount of water
- Chemical exposure: Refer to the Material Safety Data Sheet (MSDS)

ALL exposures or injuries MUST be reported. **What is the reporting process for YOUR school?**

Note:

1. Unity Health Care is responsible for providing protective equipment at no cost to you.
2. YOU are responsible for using the protective equipment correctly.