

# Mecklenburg EMS Agency

## Standards of Behavior

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### C- Compassion, CA- Customer Advocacy, F-Fairness, H- Honesty, I- Intergirity R- Responsibility, SF- Straight Forwardness

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#### Advocacy:

- I will show care and compassion to all regardless of role, race, color, gender, sexual orientation, physical disability, origin, ancestry, religion, or socioeconomic status. C, CA, F, I
- I will be committed to working with patients in finding solutions when barriers to treatment arise. CA, R
- I will be informed of community efforts and programs that provide additional resources and education to patients and/or the community. CA, R
- I will be an advocate for my patients by effectively communicating their needs to staff, family members, or community promote their agencies/providers. I will worth, champion their healthcare, and educate my patients so they can make informed decisions.  
C, CA, I, R

#### Appearance:

##### Personal:

- I will adhere to MEDIC agency, and departmental dress code policies for proper uniform/clothing, jewelry, cologne, and hygiene. CA, R
- I will not deface my ID badge and wear it clearly visible at all times. R

##### Facility:

- I will keep my work area and/or post clean and organized. CA, I, R
- I will be observant of litter, debris, and spills within the facility and handle clean up immediately. CA, I, R
- I will respect our allied agencies by treating their facilities with the same standards as relates to MEDIC facilities. i.e., Fire Stations, Hospitals. CA, I, R

##### Ambulance and Equipment:

- I will respect my coworkers by keeping my Ambulance and equipment clean and free of biohazards. CA, I, R
- I will respect all equipment, be sure it is in good working order, and use it in a proper manner. CA, I, R

##### Attitude:

- I will treat everyone in a courteous and respectful manner, as I would want to be treated; rudeness is never acceptable. C, CA, F, I, R
- I will help to create a culture that makes people feel appreciated, included, and valued. C, F, I, R, SF
- I will strive to meet the customer's need by using HEAL: C, CA, I, R

H: Hear them out

E: Empathize

A: Apologize

L: Leap into action to solve the problem

- I will take care of myself physically, spiritually, and mentally: recognizing if my personal life is affecting my work attitude, and seek help as appropriate, so I can provide excellent care to my customers. CA, H, I, R

- I will remember that customers are not an interruption of my work; they are the reason I am here. CA, F, I, R

- I will be accountable for my actions, words, and patient care. CA, H, I, R, SF

#### Commitment to Coworkers:

- I will report to work as scheduled. I will communicate delays as appropriate. CA, I, R
- I will respectfully approach other healthcare professionals and refrain from discipline, or constructive criticism in public. C, CA, F, I, R, SF
- I will maintain a positive attitude despite any setbacks, and take responsibility for solving problems, regardless of origin. CA, I, R, SF
- I commit to staying on task; with any assignment I may be given. I, R
- I will hold my coworkers accountable (in a respectful manner) for upholding our standards of behavior, policies, and procedures. H, I, R, SF
- I will welcome new employees. Being supportive by offering to help, and setting an example of cooperation. C, CA, F, I, R
- I will show respect to my first responders by listening to their report, and give consideration to what may have been done prior to my arrival. CA, F, R

#### Communication:

- I will not discuss staffing, or internal issues with customers; including patients, bystanders, first responders, or allied health workers. I, R
- I will treat others respectfully and professionally by listening and avoiding defensiveness in oral, written and cyber communication. F, I, R, SF
- I will make eye contact, smile and greet everyone creating a friendly environment. C, I, R, SF
- I will keep my radio traffic professional, without sarcasm, or innuendo. CA, I, R
- I will use positive body language and easy-to-understand words when communicating with patients. CA, F, H, R, SF
- I will always address my patients professionally: "Mr.," "Miss," or "Mrs." will be used — unless the customer invites me to use his or her first name. C, CA, I
- I will take the time to listen, and avoid interrupting or finishing sentences for others. F, I

### Delivery of Care:

- I will remain focused and anticipate the needs of my patients. C, CA, R
- I will strive to deliver prompt service, by ensuring that my unit is ready and my out-of-chute times are fast. CA, I, R
- I will provide sheets or blankets when transporting patients. C, CA, R
- I will seek opportunities to improve the skills needed to do my job well. CA, I, R
- I will demonstrate competence, and only perform tasks within the scope of my practice. CA, I, R
- I keep patients, and families informed by using "AIDET" in delivering care.

A: Acknowledge my patient, and call them by name.

I: Introduce myself and partner.

D: Give patients an estimate of the time that will be required to deliver the care being provided.

E: Explain procedures to patients prior to performing, and when possible involve the patient in developing their treatment plan.

T: Thank my patients for allowing me the opportunity to care for them. CA, F, H, I, R

### Privacy/Confidentiality/Corporate Responsibility:

- I will follow Medic's release of information and privacy policies, reporting any breach or potential breach. CA, H, I, R
- I will respect patients' privacy when discussing medical matters, and be mindful of my conversations in public areas. C, CA, I, R
- I will give patients the opportunity to decide who should be present while they are being assessed. C, CA, F, I
- I will ask permission prior to removing garments, and ensure that my exposed patients are covered prior to being moved into a public area. C, CA, I, R
- I will be sensitive to the personal beliefs of others.
- I will maintain an open mind and be responsive to change with respect to new ideas, processes, and suggestions. CA, I, R
- I will be aware of performance expectations, and act accordingly. H, I,

### Safety:

- I will not take unnecessary risks. CA, I, R
- I will protect my back when lifting, pushing, pulling, or carrying by asking for help and/or utilizing available equipment, and always using proper body mechanics. CA, I, R
- I will use protective clothing, and equipment as required by law or policy. CA, I, R
- I will be aware of scene safety and potential hazards including violent persons, biological, chemical, and fire. CA, R