

Please read **UMC's Pride Values**. Use the **LINK at the bottom of this page** to search our career opportunities.

PRIDE: Personal Responsibility

ACCOUNTABILITY	I will be on time, maintain good attendance, and adapt to the needs of my department and UMC.
ETHICS	I will adhere to all UMC Policies and Procedures, the UMC Code of conduct, and other regulatory requirements.
PROFESSIONAL IMAGE	I will maintain a professional image; maintaining compliance with the UMC Dress Code.
SKILL	I will complete mandatory job requirements on time and continue to seek appropriate education to enhance my job performance.
COMPETENCY	I will help to keep the UMC work environment clean and safe.
ENVIRONMENT	I will use my time and resources appropriately and offer suggestions for more efficient use of resources.
FINANCIAL	I will maintain confidentiality of patient, facility and department information in accordance with UMC Compliance policies.
CONFIDENTIALITY	I will have a positive attitude.
ATTITUDE	

PRIDE: Respect for Self and Others

ACKNOWLEDGE	I will acknowledge all customers and coworkers in a timely manner and always treat them with courtesy and respect.
CULTURAL DIVERSITY	I will value and support the needs of those from different cultures or with belief systems different from mine.
COMMUNICATION	I will make positive and effective verbal and non-verbal communication a priority. I will use appropriate language in all communication and refrain from using profanity of any kind. I will actively listen, utilize positive body language, avoid gossip, and provide constructive feedback to my peers and Supervisor.
APPRECIATION	I will recognize the exceptional performance of coworkers by managing them up to others.

PRIDE: Innovation through Teamwork

LISTENING	I will listen to my team members non-defensively and without bias.
PROBLEM SOLVING	I will be proactive in finding solutions to problems and avoid complaining or waiting for someone else to resolve the issue. I will keep my Supervisor informed of problems and recommend resolutions.
ENCOURAGEMENT	I will respect and encourage new ideas, processes and suggestions offered by my team members.
COMMITMENT	I will mentor and support new staff members, students and team members to enhance success in their role(s).
SUPPORT	I will offer to assist team members and other departments, remembering we are all part of the same team working to give the best care possible. I will respect my coworkers by responding to their requests for action in a timely manner and will actively communicate with them when I cannot meet established deadlines.

PRIDE: Dedication to Caring

COMPASSION	I will provide extra comfort and reassurance to exceed my customer's expectations. I will treat patients, family members and coworkers in the same manner I want myself or my family members to be treated.
COURTESY	I will smile and introduce myself, making eye contact, and speaking with clarity and interest.
COMMUNICATION	I will listen with empathy and compassion to patients and coworker's questions and concerns. I will speak in a positive manner about our staff and facility. I will explain information in words that can be understood.
SENSITIVITY	I will anticipate patients and staff members needs and offer assistance before being asked. I will be prompt in responding to those needs.

PRIDE: Excellence in Customer Service

ACKNOWLEDGE	I will acknowledge my customers by addressing them by name, making eye contact, smiling and offering a handshake in greeting.
INTRODUCE	I will introduce myself and provide my skill set, professional certification, and training.
DURATION	I will explain the anticipated duration of any tests or exams, or the wait or response time the customer can expect.
EXPLANATION	I will explain what will be happening during the test, procedure or process to the customer in words that can be understood.
THANK YOU	I will thank my customer for allowing me to serve them and provide them my contact information for any follow up.

I share UMC's PRIDE Values: [SEARCH and APPLY for UMC JOBS Here](#)