

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

### **PRIDE: Personal Responsibility**

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

### **PRIDE: Respect for Self and Others**

<b>ACKNOWLEDGE</b>	I will acknowledge all customers and coworkers in a timely manner and always treat them with courtesy and respect.
<b>CULTURAL DIVERSITY</b>	I will value and support the needs of those from different cultures or with belief systems different from mine.
<b>COMMUNICATION</b>	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.
<b>APPRECIATION</b>	I will recognize the exceptional performance of coworkers by managing them up to others.

### **PRIDE: Innovation through Teamwork**

<b>LISTENING</b>	I will listen to my team members non-defensively and without bias.
<b>PROBLEM SOLVING</b>	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.
<b>ENCOURAGEMENT</b>	I will respect and encourage new ideas, processes and suggestions offered by my team members.
<b>COMMITMENT</b>	I will mentor and support new staff members, students and team members to enhance success in their role(s).
<b>SUPPORT</b>	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**

<b>COMPASSION</b>	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.
<b>COURTESY</b>	I will smile and introduce myself, making eye contact, and speaking with clarity and interest.
<b>COMMUNICATION</b>	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.
<b>SENSITIVITY</b>	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**

<b>ACKNOWLEDGE</b>	I will acknowledge my customers by addressing them by name, making eye contact, smiling and offering a handshake in greeting.
<b>INTRODUCE</b>	I will introduce myself and provide my skill set, professional certification, and training.
<b>DURATION</b>	I will explain the anticipated duration of any tests or exams, or the wait or response time the customer can expect.
<b>EXPLANATION</b>	I will explain what will be happening during the test, procedure or process to the customer in words that can be understood.
<b>THANK YOU</b>	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](#)**