

## Guest Services Gold Standard

Guest Services has developed a set of service expectations we call the “Gold Standard” to support Vanderbilt’s commitment to create a personalized care experience for our patients and their guests.

I embody the Gold Standard through:

- **Understanding my role within a dynamic and complex healthcare setting**
  - I realize my place in the patient’s healthcare experience
  - I am knowledgeable about my duties and expected performance
  - I am familiar with resources available at VUMC
  - I apply critical thinking through situations
- **Maintaining professionalism in the workplace**
  - I am approachable, accommodating, caring and compassionate
  - I am a service delivery expert
  - I live the Credo behaviors and keep the Patient & Family Promise
  - I lead by example
- **Providing consistent communication**
  - I make eye contact
  - I have a smile in my voice
  - I welcome and introduce myself
  - I listen to the patient and their guests
  - I use clear communication
  - I explain next steps
- **Creating a work environment that supports teamwork and ownership**
  - I contribute to the team
  - I collaborate with others
  - I communicate with my peers
  - I own the patient experience
- **Being involved in the patient experience at Vanderbilt**
  - I am the eyes of the organization to identify and report issues that may impact the patient and family experience
  - I share my experiences to influence change
  - I offer suggestions to enhance the patient experience
  - I volunteer for committees and work groups
- **Promoting and respecting patient privacy and confidentiality**
  - I understand my role in protecting patient information
  - I promote confidentiality by respecting the individual