

Aspen Medical Group Behavior Standards

I am focused on our patients/customers/clients

- ◆ In every interaction, I acknowledge the patient, introduce myself, provide explanations, set expectations and thank them
- ◆ I protect their personal privacy and information privacy
- ◆ I make every effort to address their needs and wants while promoting a positive Aspen experience
- ◆ I show them that I care by expressing concern, empathy and taking initiative to solve their problems.

I conduct myself professionally

- ◆ I take responsibility for my work and follow through with all tasks
- ◆ I show respect by active listening, showing empathy, being considerate
- ◆ I support and recognize positive qualities of Aspen providers and staff
- ◆ I come to work on time
- ◆ I follow the Aspen dress code
- ◆ I wear my name badge at all times while working
- ◆ I hold in confidence all private information and interactions

I recognize and reward the contributions of others

- ◆ I treat everyone with respect
- ◆ I respect diversity
- ◆ I value the contributions of all members of the team regardless of job, role or title
- ◆ I recognize and encourage positive behaviors

I passionately pursue excellent performance

- ◆ I bring enthusiasm to the work I do
- ◆ I show that I enjoy my work
- ◆ I perform my job with excellence
- ◆ I seek out learning opportunities to enhance my skills and ability to serve
- ◆ I share my knowledge with others
- ◆ I follow all policies and procedures
- ◆ I recognize that change for improvement is necessary
- ◆ I ask for help if a concern is beyond my knowledge, ability or scope of authority

I accept ownership of the organization's success

- ◆ I work towards Aspen's financial success
- ◆ I use resources (time, personnel, equipment) wisely
- ◆ I am a positive member of my team
- ◆ I take personal responsibility for Aspen's successful fulfillment of its mission and goals
- ◆ I stay current with Aspen communication
- ◆ I promote cooperation between departments/sites
- ◆ I take the initiative in maintaining the cleanliness and safety of Aspen's facilities

I communicate effectively

- ◆ I listen openly and acknowledge others' ideas and concerns
- ◆ I smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest
- ◆ I recognize that body language and tone of voice are as important as verbal communication
- ◆ I remain calm and caring when dealing with pressure situations

I have read and understand the organization's expectations for behavioral standards for all Aspen Medical Group employees

Signature

Date

Created: October 13, 2005