

Behavioral Standards

Respect for all.

Above all, the staff of Memorial Medical Center show respect for each and every person. This includes patients, customers, co-workers, physicians, providers and associates. We understand the value they bring to making MMC a caring community. Respect is treating each individual as a whole, irreplaceable, unique, and worthy person.

The key to providing great service to all of our customers is consistency:

Every encounter, every person, every time.

MMC promotes our commitment to every customer based on these STAR standards:



These Standards of Behavior were developed to reflect Memorial Medical Center's commitment to excellent customer service. I am committed to practice these Standards of Behavior in order to provide excellent healthcare for our community and ensure a positive work environment.

S Service

I will demonstrate the dignity, responsibility, and service orientation of health care professionals, worthy of the public's respect and confidence.

T Teamwork

I will be receptive to everyone and embrace our differences as a means to achieving greatness. I will treat others the way in which I wish to be treated. I recognize that we all are essential and need to work together for the good of our department and the good of MMC as a whole.

A Accountability

I will take personal ownership for my behavior, my work and my part in creating a positive work- place culture at MMC.

R Respect

I will be respectful and courteous in my communication with patients, customers, co- workers, associates and visitors, and I will work to continuously improve the way I communicate.