The mission, vision and values of UCSF Medical Center express the reasons we exist as an organization, what we aspire to achieve, and how we will work to get there. They are the unifying forces that link us together. The Medical Center’s mission is **Caring, Healing, Teaching, and Discovering**. The Medical Center’s values are embodied in the acronym PRIDE: **Professionalism, Respect, Integrity, Diversity and Excellence**. These values convey what we stand for and define how we interact with patients and with one another.

Employees working together need standards to guide their behavior so that all employees may work together in a productive and efficient manner. Employees need to know what is expected of them and must observe reasonable standards of conduct at all times.

The Department Standards were updated as part of the 2011 IAP Goal. Employees will be expected to review and sign these annually at your performance appraisal.

Thank you for your commitment to patient care in the Radiology Department at UCSF Medical Center and creating a positive work environment and a positive experience for our patients.

Sincerely,

David Sostarich
Operations Director
UCSF Medical Center

Approved 07/1995
Reviewed 05/2001
Revised 08/2001
Revised 10/2004
Revised 05/2011
Revised 10/2016
Radiology Department Standards and Service Expectations

General Standards of Conduct

Employees should always conduct themselves in a professional and courteous manner. They are a direct reflection of the Department of Radiology and UCSF Medical Center. Employees must abide by all policies and procedures for employee and patient safety and follow Everyday Pride and AIDET in their workday.

In the absence of a direct supervisor or manager, an employee is to take direction from any management personnel, lead or designee.

Everyday PRIDE

The Medical Center’s core values for service excellence are embodied in the acronym PRIDE:

- **Professionalism**: Appearance, Work Environment, Safety, Greetings, Telephone / Internet
- **Respect**: Sensitivity to Needs, Personal Privacy, Manage Pt Expectations, Respect Coworkers
- **Integrity**: Confidentiality, Discretion, Responding to Concerns, Listen, Apologize, Acknowledge
- **Diversity**: Value each other, Communication, Cultural Competency
- **Excellence**: Teamwork, Problem Solving, Conflict Resolution / Service Recovery, Development

Greeting Patients and Guests

Practice **AIDET**: **Acknowledge, Introduce, Duration, Explanation and Thank you** for every patient encounter.

- **Acknowledge** and greet everyone (patients, co-workers, physicians) with eye contact and a **smile**. Say “Good morning/afternoon/evening.”
- Address patient and guests by last name whenever possible (e.g., Mr. Smith/ Mrs. Smith.
- **Introduce** yourself by name and explain your role.
- Discuss the **duration** of the procedure or test and **explain** the procedure thoroughly answering any questions the patient or family may have.
- If you notice that someone is lost, take the time to offer assistance and directions. Escort patient to and from the reception area and procedure room. Utilize the new Pathways directions materials.
- Always use the word please and say **“thank you”**.
Radiology Department Standards and Service Expectations

UCSF Telephone Standards

- When placing a call, **identify yourself** and your **department**.
- When answering a call, do so in no more than 5 rings. Identify **yourself by name, your department**, and ask **how you can help** the person calling.
- Return calls and messages within 24 hours.
- Before placing a caller on hold, ask the caller if you may do so and limit the hold period to 30 seconds or less.
- If a call is misdirected to your area, transfer the call to the appropriate area. Before making the transfer, tell the caller that you will transfer him/her and give the caller the name and number of the receiving department.

Personal Appearance /Dress Code

Follow the policy on Employee Dress Standards Policy 4.03.04 which can be found on the Medical Center Manuals website in the Administrative Policies: [http://manuals.ucsfmedicalcenter.org/](http://manuals.ucsfmedicalcenter.org/)

- Hospital-issued scrubs will be issued to staff that work in areas where scrubs are required to ensure an appropriate environment for the safety of patients.
- Clothing should be neat, clean and professional.
- Maintain good personal hygiene and grooming.
- Refrain from wearing scented personal products, especially if you have regular patient contact.
- No blue jeans, black jean or any denim material.
- No logos or other writing on T shirts, any cropped shirts or tank tops.
- No t-shirts, sweatshirts or hooded sweatshirts.
- No hats or baseball caps.
- No fake fingernails.

Jewelry, cosmetics and other accessories shall be appropriate to work assignments and may not be worn where safety or health standards would be compromised. Shoes must be safe, clean and in good repair and appropriate for the work to be performed. Employees who are required to move equipment are required to wear closed-toe shoes.

Wear your name badge at all times so that your name and photograph are visible to the patients and other hospital personnel. If your badge is worn and your name is not visible to patients, have it replaced.
Radiology Department Standards and Service Expectations

Work Environment

- Keep all areas neat, orderly and clutter-free, including hallways.
- Contact housekeeping to clean work area when necessary.
- Keep equipment on one side of the hallway.
- Supplies must be off the floor at all times and every effort must be made to put supplies away in a secure location once delivered.
- If equipment is not working or damaged, notify your supervisor to place a work order or to place a service call.
- No eating or drinking in patient care areas. Designated areas may be set up for water bottles.
- The reading of newspapers, magazines, books and the use of electronic tablets or smart phones not related to work is prohibited in work areas. Use of this time should be used to assist other patients and co-workers who may need assistance.
- Sleeping during work hours is prohibited.

Medical Center Computers–Electronic Mail – Internet

All employees should become familiar with the medical centers web sites for information and updates. These include: www.radiology.ucsf.edu, which includes an internal page for medical center employees and the Medical Center Manuals page http://manuals.ucsfmedicalcenter.org

Employees should know how to access the Learning Management System. There are several modules on this system: MR Safety, Contrast Administration and the Medical Center’s Annual Safety Module. http://manuals.ucsfmedicalcenter.org

All employees are required to read their UCSF Outlook email on a daily basis for any departmental or Medical Center communications and updates.

Medical Center computers are for hospital business only. Use of the internet for personal use or the use of personal cell phones, or any other electronic device is prohibited during employee work hours. Time on these systems takes you away from patient care or assisting a co-worker. If you have time between procedures, seek out other duties such as transporting patients, assisting a co-worker with a patient or ask your supervisor or manager for assignments.

Personal electronic devices can be used during lunch and break periods.

Telephone calls and long distance calls are for hospital business only. Emergency issues do arise and emergency telephone calls may occur as an exception only.
Radiology Department Standards and Service Expectations

Observe policies governing basic patient confidentiality and security. When using a medical center or radiology information system, log out of the system after using it. Refrain from discussing patient information. Treat patient information as if it were your own and maintain confidentiality.

**Employee and Patient Safety**

It is important to work in a safe manner for the employee’s protection and for the patient’s protection. Make every effort to keep safe and prevent injury. Use proper body mechanics and report unsafe issues to the supervisor or manager. Do not attempt a task if you feel that you or a patient will be injured. Employees should always ask for help when needed to prevent injury to the patient and to themselves. If employees have questions or concerns regarding a procedure to be performed, employees should contact their supervisor or radiologists before proceeding.

If an injury occurs to you or a patient, you are responsible to report that injury immediately to your supervisor. If the injury occurs on a weekend or holiday you are to page the on-call supervisor to report the injury and complete the necessary paperwork.

If you see water or liquid on the floor seek assistance to prevent slipping or falling to prevent injury to yourself or others. Use the yellow hazard cones in stairwells to prevent slips and falls.

Equipment must be maintained for proper use. Every effort must be made to use equipment properly and report any equipment issues to your supervisor.

Employees must follow all Radiology Patient Safety Guidelines. These are located on the radiology website [www.radiology.ucsf.edu](http://www.radiology.ucsf.edu) and on the Manuals Website. [http://manuals.ucsfmedicalcenter.org/](http://manuals.ucsfmedicalcenter.org/). These policies include: General Patient Safety, Radiation Safety, Safe Use of Iodinated Contrast, Safe Use of Gadolinium, MR Safety, CT and MR Pregnancy Guidelines, Universal Protocol (Time Out) and Patient Identification.

Employees all must follow the Patient Identification Policy 6.04.08 and immediately report any misidentification to the supervisor.

If an incident occurs involving a patient, employees must know how to access the Incident Reporting System located on the Medical Center Manuals web site. Contact your supervisor immediately.

Wear your dosimetry badge at all times when you are in a radiation environment and follow the procedures for wearing and returning your badge within the appropriate time frame. Register at [http://www.mirion.com/index.php?p=dosimetry_division](http://www.mirion.com/index.php?p=dosimetry_division) to receive and view monthly reports regarding your dose via email. Compliance with all radiology guidelines and Title 17 must be adhered to. Perform daily and weekly testing of
Radiology Department Standards and Service Expectations


Compliance with Regulatory Requirements

Patient Confidentiality must be adhered to. Employees are responsible to follow all HIPAA policies and procedures. http://hipaa.ucsf.edu/ located on the Manuals website.

Employees should know the location of the Manuals Website, Infection Control, and Environment of Care Manual and be familiar with all safety policies and procedures. Information regarding this information can be found on www.radiology.ucsf.edu or http://manuals.ucsfmedicalcenter.org/

Employees should know where the Emergency Supplies are located and be familiar with the Environment of Care Manual and the Radiology Department Plan. It is located http://safety.ucsfmedicalcenter.org/forms_and_documents/safety/

During a survey process, employees should make sure that their areas are in compliance and remain current during the survey process.

Correct unsafe conditions by reporting it to your supervisor or Facilities Management. This includes broken equipment, new signage, etc.

Protect the physical environment and equipment from damage and theft or loss. Report any issues to your supervisor or manager.

Maintain appropriate license requirements and certifications, if applicable. Employees cannot work without their license and certifications, if applicable.

Maintain compliance with flu and TB requirements with Occupational Health.

Teamwork/Relationship with Others

All employees will follow the Twenty seven things to always bring to work! http://serviceexcellence.ucsfmedicalcenter.org/ view the link to the Service Excellence Homepage.

Employees must be respectful and helpful to all co-workers at all times and establish and maintain healthy interpersonal relationships. Treat others as you would like to be treated.

Employees will assist others when necessary and remain flexible and adapt to change.
Radiology Department Standards and Service Expectations

Employees will complete their fair share of the work load and will make every effort to complete the workload on their assigned shift. Use your work time productively. If you are not busy seek other departments, patients or co-workers that need assistance.

Hours of Work

Employees must adhere to the Medical Center Policy on Attendance and Tardiness monitoring Policy 4.03.05 in the Manuals Website.

Employees must contact the department 2 hours prior to their start time and speak directly to the supervisor or designee if they are arriving late to work or will not be coming to work that day. If the supervisor is not available you will need to leave a telephone number. Employees are responsible for updating their managers with their current contact information.

Late Unpaid will be used in HBS to indicate tardiness and employees will not be allowed to stay beyond their normal shift to compensate for tardiness.

Employees that are switching work days or hours must first receive approval from their supervisor prior to the change.

All overtime must be approved in advance by the supervisor and employees may be required to work overtime with minimal notice given the patient care needs of the department.

Schedules of work hours will be posted within the established contract guidelines. Every effort is made to keep work schedules consistent, changes are sometimes necessary to meet the patient care needs of the department. Notification of any changes will be made by your supervisor. Employee changes are made only after approval of the supervisor.

HBS is the Medical Center’s timekeeping system. Every employee must complete their hours in the HBS System at the end of the pay period. All hours of vacation, education leave, leaves of absences must be recorded in this system. Every employee must record their own time and any fraudulent act such as employee misrepresenting time worked or using another employee’s ID number will be subject to disciplinary action up to and including dismissal.

Requests for vacation/compensation time should be submitted at least two weeks in advance. Request will be approved on a first-come basis or by seniority and also based on department needs. Check with your supervisor on the procedures for vacation time off for your section.
Radiology Department Standards and Service Expectations

Use of Educational Leave

Forty (40) hours paid professional development and educational leave relating to the employee’s patient care technical career will be provided to full-time employees per contract year. (Up to eight hours can be used for home study.)

- A contract year is normally defined as October 1 – September 30. If a contract year begins after October 1, a proportionate number of professional development and educational leave hours will be provided based on the actual duration of the contract.
- In addition, a part-time career employee’s yearly entitlement shall be prorated based on her/his appointment rate.

Staff Meetings

Leadership provides regularly scheduled staff meetings. Attendance at meetings are not mandatory but are strongly recommended. If unable to attend meetings, it is the responsibility of the employee to review meeting agenda/minutes.

Department IAP Goal

It is the expectation that each employee makes every effort to participate in achieving the Annual Department Incentive Action Plan Goal. Leadership sets the standards and parameters to achieve a measurable goal throughout the fiscal year.

Professional Practices Standards/Code of Ethics

Employees should review their professional practice standards and code of ethics:

- https://www.asrt.org/main/standards-regulations
ACKNOWLEDGEMENT FOR DEPARTMENT STANDARDS

I have received a copy of the Radiology Department Standards and have read and understand its contents.

__________________________  ______________________
Employee Name (PRINT)       Date

__________________________  ______________________
Employee Signature          Date

__________________________  ______________________
Supervisor’s Signature       Date