Attention Students!

- Welcome to Froedtert Health- St. Joseph’s Hospital! We’re glad you’re joining our care team.
- Through the eyes of our patients, family members, and visitors- You are the hospital.
- Every interaction you have with our patients and family will directly impact their experience.
- As part of our patient care team, we want to make sure you are aware of the expectations we have of our staff.
- Please review the following expectations below for professional conduct; so that you understand how you can support our goals for performance excellence.

Parking at St. Joseph’s Campus
- Students should park in areas designated for staff parking in front of the hospital or in East Gate.
- Students & staff are not allowed to park in patient & visitor lots or in physician reserved spaces.

Lunch Etiquette
- We encourage students to use the Garden Café during our low volume hours. 11:00-12:00pm or after 12:45-1:30pm.
- If you see a visitor or patient who may need assistance, offer to assist them in what they need.
- Never discuss any patient information in cafeteria, lobby, or any other public area of hospital.

Elevators
- Please do not discuss patients or clinical care in the general public elevators.
- Use the staff elevators or stairs when possible to eliminate long waits for our guests & visitors.
- Hold the elevator door and allow patients and family members to enter and exit first.

Dress Code
- Wear your name badge above the waist and make sure it’s visible for all to read.
- Wear your student ID badge at all times while you are working in the hospital.
- Check with your clinical instructor on your school’s dress code for clinical rotations.
- All attire must be clean, neat, in good repair, and must be professional for the position.
- Sandals or open-toe shoes are not allowed in clinical areas and socks must be worn.
- No visible piercings, other than in the ears, are permitted during your rotation.
- Tattoos should be kept covered during your clinical rotation hours. Minimal jewelry.
- Nails must be trimmed and well manicured. No artificial nails or overlays are allowed.
- Hair must be well-groomed and long hair must be pulled back. No perfume or cologne.

Customer Service Standards
- We ask that our students read the customer service standards brochure on internet site.
- Froedtert Health holds all staff, students, and volunteers accountable to the same standards for professionalism, safety, teamwork, communication, confidentiality, etiquette, cultural competence.
- Use AIDET with every patient-introduce yourself and always build confidence to reduce anxiety.

HCAHPS Patient Satisfaction Survey Measurements
- We are measured and now reimbursed for the quality of care and the service we provide.
- Nurse and physician Communication, responsiveness of all staff, cleanliness and quietness of environment, overall quality of care are some of the questions patients are asked on the survey.
- All staff and students impact our patient satisfaction scores, and try to meet or exceed patient expectations with every patient.