

# HealthReach Community Health Centers

## Values & Standards of Behavior

*HealthReach Community Health Centers is committed to a set of Values and Standards of Behavior. These Values guide us in fulfilling our mission to deliver compassionate, ethical, and quality health services in the communities we serve. We recognize that respect - for our patients, their families and each other - is at the heart of who we are and what we do.*

**R** **ESPECT**  
Treat everyone with dignity, respect, and empathy. Treat patients, families, and fellow employees the way you would like to be treated.

**E** **XCELLENCE**  
Demand the best of yourself in caring for others. Maintain a high standard of ethical behavior and personal expertise in the performance of your work.

**S** **ERVICE**  
Recognize that you are here to serve. To do so, you must understand and meet the needs of patients and strive to exceed their expectations.

**P** **ROFESSIONALISM**  
Project a positive image of the organization through actions, words and appearance.

**E** **MPATHY**  
Take time to listen and understand what people are experiencing.

**C** **OMMUNICATION**  
Communicate effectively by listening attentively and speaking with sensitivity and honesty in a clear and direct manner.

**T** **EAMWORK**  
Acknowledge that in working together the team is able to accomplish more than you can individually.

