

# ***Shaler Hampton EMS***

## **Values & Guidelines for Conduct**

# **S\*T\*A\*R\*C\*A\*R\*E**

**Safe**– Were my actions safe-for me, for my colleagues, for other professionals and for the public?

**Team-based**– Were my actions taken with due regard for the opinions and feelings of my co-workers including those from other agencies?

**Attentive**– to human needs. Did I treat my patient as a person? Did I keep him/her warm? Was I gentle? Did I use their name throughout the call? Did I tell them what to expect in advance? Did I treat their family and or relatives with similar respect?

**Respectful**– Did I act toward my patient, my colleagues, my first-responders, the hospital staff and the public with the kind of respect that I would have wanted to receive myself?

**Customer-accountable**– If I were face to face right now with the customers I dealt with on this response, could I look them in the eye and say "I did my very best for you."

**Appropriate**– Was my care appropriate medically, professionally, legally and practically, considering the circumstances I faced?

**Reasonable**– Did my actions make sense? Would a reasonable colleague of my experience have acted similarly, under the same circumstances?

**Ethical**– Were my actions fair and honest in every way? Are my answers to these questions?

Acknowledged By: \_\_\_\_\_ Date: \_\_\_\_\_