
POLICY NAME: Professional Presentation

EFFECTIVE DATE: 05/13/2013

APPROVAL DATE: 05/13/2013

RESPONSIBLE PARTY: CMED Faculty and Staff Affairs

REVISION DATE: 11/5/2015

APPLIES TO: CMED

NEXT REVIEW DATE: 11/5/2017

POLICY:

The professional presentation of staff, physicians and other health care providers, students and volunteers is important in our interactions with patients and visitors. Employees will dress in a way that establishes confidence and respect for the institution, while maintaining the health and safety of patients, visitors and employees. Guidelines apply to all staff, physicians and other health care providers, students and volunteers.

PURPOSE:

To promote professionalism, customer service excellence, and health and safety in the workplace.

PROCEDURES:

In order to promote a professional appearance that lends professionalism, credibility and respect for our organization, and to ensure patient safety and protect patient health in the delivery of medical care and services, the following general criteria shall be observed for all groups:

- A. Applicants and new hires will receive information about the policy as part of their interview or orientation process. Expectations for staff to follow the Professional Presentation Policy must be fully clarified to staff for consistent compliance and application.
- B. Identification badges for clinical employees must be worn above the waist at all times while on the job, with the picture and name forward so that it is clearly and immediately visible to patients, visitors and other staff. Should a badge be lost or misplaced, a temporary replacement is required.
- C. For physicians and other patient care provider's apparel appropriate for promoting a professional image must be worn during patient encounters.
- D. An employee's attire shall be clean, neat, and appropriate for the type of work being performed. Work attire shall also take into account the expectations of patients and visitors served.

1. General Guidelines

All Staff/Faculty

- a. Appropriate dress for the workplace includes such items as suits, dress pants, casual dress pants, dress capris or cropped pants, skirts, dresses, dress shirts/blouses, sweaters vests, Sport Coats/blazers. This is not an all-inclusive list.
- b. Clothing should be clean, neat, fit properly, and be in good condition.
- c. Shoes should be clean and in good repair. Non-direct patient care employees may wear open toed shoes.
- d. Tank tops, halter-tops, T-shirts, with or without graphics, shorts, short dresses/skirts, and/or other unprofessional clothing are not permitted. Sleeveless tops are permitted only if under a jacket or sweater.
- e. Jewelry, scarves and accessories should not interfere with assigned duties and must not pose an infection or physical hazard to patients, self or another person.

All Direct Patient Care Staff

In addition to those listed above,

- a. Scrubs are permitted, but should fit properly, be complete, clean and neat. T-shirts are encouraged to be worn under V-neck scrubs. Employees are responsible for maintenance of uniforms and scrubs.
 - b. Closed toes shoes are required.
 - f. Hosiery and socks should be worn at all times.
2. Grooming and Personal Hygiene
- a. Appropriate general body hygiene is expected. Staff, physicians, students and volunteers must be physically clean, well groomed, and take steps to prevent and/or address problems of offensive body/mouth odors, including cigarette/cigar smoke, strong fragrances etc. Nails must be clean and neatly trimmed. Patient care providers must not wear artificial fingernails or artificial nail products. Hair should not be dyed in non-traditional colors. Visible body modification is discouraged based on the fact that it may be offensive to others. This includes tattoos and body piercing (i.e., nose, tongue, eyebrow, and chin). Individuals with body modifications or art must ensure that it is covered or not worn during work periods.

Note: This policy is not intended to be exhaustive; rather it addresses professional appearance and institutional expectations as it relates to fairly typical issues or questions. A common sense approach for consideration to professionalism in appearance and hygiene shall be used at all times. Clinical support staff are encouraged to work closely with their respective Manager or Director when considering purchase of new uniforms of a nature not previously worn at CMU Health.

The College of Medicine reserves the right to make exceptions, modify or eliminate this policy and or its content. This document supersedes all previous policies, procedures or guidelines relative to this subject.