

FACULTY PRACTICE GROUP – Ambulatory Operations



STANDARDS AND GUIDELINES

SECTION: Code of Conduct

SUBJECT: Uniforms

REFERENCE #:

PAGE: 1 OF 2

APPROVALS: FPG: CAO-SC: N/A APCA: N/A EAC: N/A

EFFECTIVE: 06/01/2010

PURPOSE:

To ensure all UCLA Health System employees transmit an image of positive personal attributes related to the wearing a uniform. Employees in uniforms are perceived as a symbol of UCLA Health System's mission, vision, and values - therefore advancing the organizations commitment to care to our patients and customers.

POLICY:

All UCLA Health System staff should easily be identified by **consumers** as appropriate personnel who can provide assistance or service. Uniforms make it much easier to identify who to go to for help. In addition, consumers prefer a clean, consistent image. When a uniform matches the consumer expectations for the specific setting, increased satisfaction will result.

BACKGROUND:

Patients and customers prefer to conduct business with employees in uniform. Additionally, they feel more confident in the quality of the product or service when dealing with employees in uniform. Research shows that uniforms can be a deciding factor for customers when choosing a company in which to have business with.

Attiring employees in an appropriate uniform can influence buyer's choice of service providers. Research demonstrates that consumers judge employees in uniforms to be competent, knowledgeable, attentive and courteous. Consumers feel that the product or service was of higher quality when employees were wearing uniforms.

Dress is an important part of business. In certain businesses, uniforms should be considered as the clothing style because they provide an opportunity to advance an organization's brand image and present a professional image to those the employees interact with. A uniform makes it much easier to identify who to go to for help. Uniforms can assist with a clean, consistent image. When uniforms match consumer expectations for the specific setting, increased sales of products or services will result. No business should overlook the importance in uniforms and the competitive edge they can offer in obtaining, and keeping, business.

Employees are expected to maintain professionalism in the presence of patients, their families, visitors or co-workers. Further they should show pride by maintaining professional appearance while on duty. Adhere to organizational appearance standards. Wear name badge appropriately.

PROCEDURE:

NEW HIRE UNIFORMS

- Uniforms will be issued to new hires based on their FTE percentage: One scrub top and pant for clinical staff and one shirt/ blouse for Front Office personnel per day. In addition, clinical staff will receive one scrub jacket and front Office staff will receive one sweater.

- The Front Office employees will be outfitted with blue collared shirts and black sweater. They are asked to wear their own black slacks or skirts.
- Licensed nursing personnel (e.g. RN, LVN) will wear dark blue scrubs. Olive green scrubs will be issued to Medical Assistants/ Hospital Assistants. Technicians are in Royal Blue scrubs.
- Fittings will be done in the Nursing Resource Office (14-222CHS) on Tuesdays and Thursdays from 10:00 a.m. – 2:00 p.m. (Managers are asked to email ymitilian@mednet.ucla.edu for new staff members. Managers are encouraged to make appointments with OHF these days so they can get both done on the same day). Please note the order forms are different for Front Office and Nursing.
- Additional uniforms will be issued if the employee's FTE status increases.

EXCHANGES/ REPLACEMENTS

- It is the employee's responsibility to maintain and care for the uniforms according to the manufacturer's recommendation. Failure to care for the garments properly may result in decreased life of the uniform(s).
- Uniforms may be exchanged:
 - For job title changes (e.g. HA to LVN)
 - If there is a defect in the product
 - In case of significant size changes
- Uniforms may be replaced:
 - When they become worn out, faded, etc.
 - When maternity sizes are needed (**Note:** front office uniforms and the olive green scrubs do not come in maternity styles)

UNIFORM RETURN

All issued uniforms must be turned in to the manager on the last day of employment, along with ID badges and keys. Employees should bring a change of clothing to work.

REVISION HISTORY

Effective Date: June 01, 2010

Review Date: July 12, 2010

Revised Date: August 02, 2010