

**University of Pittsburgh  
School of Health and Rehabilitation Sciences  
Department of Health Information Management**

**PROFESSIONAL BEHAVIORS**

Following is a list of professional behaviors that students in the Health Information Management Department are expected to display. These behaviors should be followed in the classroom, lab, and clinical environments. They should also be evident in students' day-to-day interactions among faculty, health care practitioners, and fellow students. These behaviors will be monitored during your tenure in the Health Information Management Program and during your clinical internships. If necessary, discussions regarding a student's professional behavior will be conducted by the student's advisor and/or clinical education coordinator.

<p><b>1. INTEGRITY</b></p> <p>Examples of professional behavior include, but are not limited to: Consistent honesty; being able to be trusted with the property of others; can be trusted with confidential information; can follow a professional code of conduct; consistent ethical behavior.</p>
<p><b>2. EMPATHY</b></p> <p>Examples of professional behavior include, but are not limited to: showing compassion for others; responding appropriately to the emotional response of colleagues and employers; demonstrating respect for others; demonstrating a calm, compassionate, and helpful demeanor toward those in need; being supportive and reassuring to others.</p>
<p><b>3. SELF-MOTIVATION</b></p> <p>Examples of professional behavior include, but are not limited to: Taking initiative to complete assignments; taking initiative to improve and/or correct behavior; taking on and following through on tasks without constant supervision; showing enthusiasm for learning and improvement; consistently striving for excellence in all aspects of professional activities; accepting constructive feedback in a positive manner; taking advantage of learning opportunities.</p>
<p><b>4. APPEARANCE AND PERSONAL HYGIENE</b></p> <p>Examples of professional behavior include, but are not limited to: Good personal hygiene and grooming; presents professional demeanor and appearance.</p>
<p><b>5. SELF-CONFIDENCE</b></p> <p>Examples of professional behavior include, but are not limited to: Demonstrating the ability to trust personal judgment; demonstrating an awareness of strengths and limitations; exercising good personal judgment.</p>
<p><b>6. COMMUNICATIONS</b></p> <p>Examples of professional behavior include, but are not limited to: Speaking clearly; writing legibly; listening actively; adjusting communication strategies to various situations and individuals; not speaking when others are speaking.</p>
<p><b>7. TIME MANAGEMENT</b></p> <p>Examples of professional behavior include, but are not limited to: Consistent punctuality; completing tasks and assignments on time; attending class and clinicals on time.</p>
<p><b>8. GROUP DYNAMICS AND DIPLOMACY</b></p> <p>Examples of professional behavior include, but are not limited to: Placing the success of the group above self interest; not undermining the group; helping and supporting other group members; showing respect for all group members; remaining flexible and open to change; communicating with others to resolve problems.</p>
<p><b>9. RESPECT</b></p> <p>Examples of professional behavior include, but are not limited to: Being polite to others; not using derogatory or demeaning terms; behaving in a manner that brings credit to the profession; being respectful of cultural differences.</p>
<p><b>10. PATIENT ADVOCACY</b></p> <p>Examples of professional behavior include, but are not limited to: Not allowing personal bias or feelings to interfere with patient care; placing the needs of patients above self interest; protecting and respecting patient confidentiality and dignity.</p>
<p><b>11. CAREFUL DELIVERY OF SERVICE</b></p> <p>Examples of professional behavior include, but are not limited to: Mastering and refreshing skills; abiding by the American Health Information Management Association's professional code of ethics; following policies, procedures, and protocols.</p>