Cheyenne Regional Medical Center (Cheyenne Regional) and Cheyenne Regional Physicians Group’s commitment to the highest quality patient care and dedication to service excellence is modeled in the professional image of our staff. Each employee is expected to adhere to the guidelines of professional appearance as they are an integral component of customer service and compliment the image of our organization.

PURPOSE

To provide guidelines for employees that defines the professional appearance expectations of every staff member of Cheyenne Regional Medical Center and Cheyenne Regional Physicians Group. These guidelines are based on best practice of industry standards, current patient satisfaction trends, infection control, safety, competitive considerations, and professional standards.

PROCEDURE

1) All new employees will receive a copy of the Professional Appearance Policy prior to their first day of employment at Cheyenne Regional. During New Employee Experience (orientation) Staff is expected to dress in their appropriate logo wear/scrubs designated for their departments. Non-clinical staff is to dress professionally.

2) Any employee that hasn’t received their scrubs by the time they are to report to their unit should obtain blue or green scrub tops from Environmental Services to wear along with their own solid colored pants until their department scrubs arrive. The Department Director/Supervisor shall communicate additional department requirements regarding appropriate dress as soon as possible after the employee has started their departmental orientation.

3) Employees who are required to wear uniforms/scrubs/logo wear will order them from a vendor approved to reproduce the logo. The logo will be embroidered and placed on the left upper chest. Credit card orders can be placed online through Medline (Scrubs123.com). Credit card or payroll deduction orders can be placed online through EmbroidMe (companycasuals.com/Cheyenneregional). Payroll deduction orders less than $100 will be taken out of one paycheck. Payroll deduction orders over
$100 will be split between two consecutive paychecks. Vendors in Cheyenne authorized to embroider our logo can be obtained through the H.R. office.

An employee failing to comply with this policy will be asked to immediately comply (i.e. put name badge in appropriate location, remove piercings). An employee needing to leave the facility to comply (i.e. change clothing) must clock-out and return to work as soon as possible appropriately dressed. An employee failing to follow the guidelines as referenced below will be subject to corrective action.

General Categories
Badges
- Employees are required to wear picture ID badges while on Cheyenne Regional property
- The name and photo shall face forward and be visible
- Badges are to be worn on the upper right or left chest area
- Lanyards are prohibited
- Badges must be free from modification and any “stick on” decorations, other than stickers approved and distributed by the organization, appropriate pins such as hospital service pins and professional school pins must not obstruct the badge.

Clinical Professional Appearance:
All staff in direct patient care areas: The standard is solid color uniforms/scrubs (tops and bottoms)/scrub jackets with the logo and Cheyenne Regional Medical Center or Cheyenne Regional Physicians Group embroidered on the left upper chest. Coordinating t-shirts free from any design or writing may be worn under the scrub top. The colors for disciplines/clinical areas are:
- RN’s – midnight blue
- LPN’s – Eggplant
- CNA’s/PCA II’s – Dark Chocolate Brown
- PCA I’s – Logo wear
- Techs for OB/Behavioral Health/ED/EKG/CC/HBO/Pewter
- MA’s – Royal Purple Shirts and Light Gray/Silver Pants
- Cardiopulmonary – Royal Blue
- Laboratory – Caribbean Blue
- Inpatient Therapy – Ciel Blue
- Patient Transporters – Khaki
- Medical imaging and WY Heart & Vascular Institute – Evergreen
- Pharmacy – Wine
- Home Care Therapy – Ciel Blue
- Rapid Response Team – Red Shirts/Black Pants
- Infection Control – Raspberry Shirts/Black Pants
• Cheyenne Children’s Clinic – Designated child friendly print top / pants based on position (i.e. RN, MA, etc.)

Outpatient Therapy and ARU/TCU Therapy will wear Cheyenne Regional logo wear tops. Shirts/blouses/other tops will be worn with black, tan, grey, or navy blue pants/skirts and appropriate shoes.

The following designated Professional Clinical Services will dress professionally with a white lab coat:
Pharmacy, Case Management, Diabetic Education, Clinical Nutrition, Clinical Development Specialists, Social Services, WY Heart & Vascular Institute sonographers, Nursing Leadership, OR team and others wearing OR light blue scrubs in between cases.

Facility Support Professional Appearance:
All staff in facility support areas (Food & Nutrition, Bio-Med, Engineering, Environmental Services, and Central Supply) shall be dressed in appropriate uniform or Cheyenne Regional logo wear. Staff must wear these shirts with black, tan, grey, or navy blue pants/skirts and appropriate shoes.

Business Support Professional Appearance:
Standard dress for all staff in business support areas (HIM, Patient Registry, Business Office, PFS, Accounting, Human Resources) will be Cheyenne Regional logo wear. Staff must wear these shirts/blouses/sweaters/other tops with black, tan, grey, or navy blue pants/skirts and appropriate shoes. The option of dressing professionally is also acceptable.

Leadership:
Supervisors, Managers, Directors, Mid-level Practitioners and Senior Leadership team members are expected to dress professionally and appropriately for their position in the organization.

Students/Agency Staff:
Students must wear a student name badge at all times and dress in the uniform designated by the school/university. If there is no designated uniform, professional dress with a lab coat will be required. Agency staff must wear the same dress designated for the discipline/department they are working for. Scrubs of the same color as their assigned discipline/department without the logo will be acceptable.

Professionalism Standards for All Staff:
• The goal for all staff is to dress appropriately for our patients and customers. Members of leadership are responsible for ensuring employee appearance meets Cheyenne Regional standards at all times.
• Jewelry is limited to 2 earrings per ear. Facial, oral, or neck piercing are prohibited. Jewelry must not jeopardize or interfere with employee or patient safety and must be discreetly worn. Ear gauges (enlarging device for the earlobe) larger than ¼ inch in diameter may not be worn at work. Barbell earrings must also be removed at work.
• Tattoos shall be covered if prominent and/or offensive (i.e. large tattoos on forearms and neck). Those not covered must be non-violent, non-offensive, and non-profane. Facial tattoos are prohibited. The manager has the authority to determine which tattoos need to be covered.
• Clothing is to be modest. Unacceptable attire includes: low cut shirts, tops, etc.; short tops exposing midriff or see through garments; tight fitting clothing; sweat shirts and sweats pants, shorts, stirrup pants, leggings, jeans, and athletic attire; gang related attire and colors; tops/t-shirts with non-Cheyenne Regional logos, writing, or advertising; t-shirts with the Cheyenne Regional logo given as a part of Best Life, etc are not to be worn to work.
• Appropriate undergarments must be worn and should remain inconspicuous
• Hats, caps, and other head coverings are prohibited, except if worn as part of a uniform, for religious reasons, or for health/safety reasons.
• Uniforms, scrubs, and other authorized attire should be the appropriate size, hemmed and not drag on the floor, neat, clean, in good condition, and acceptable for a professional environment.
• Skirts and dresses should be long enough to ensure professional appearance and not more than three (3) inches above the knees.
• Sleeveless blouses or dresses may be worn by non-patient care providers. Sleeveless blouses must cover the shoulders to the arm and exclude wearing of halter tops, casual tank tops, and tops with thin straps.
• Appropriate business style capri pants may be worn. However, capris shall not be worn by staff in any clinical area that has contact with patients, patient supplies, or their environment. The capri pants must cover approximately one-half of the calf/shin, must be free from multiple pockets, and must be of a professional, not casual style. Staff providing direct patient care shall wear full length slacks to prevent contamination.
• Appropriate denim in a professional style may be worn i.e., denim skirts, dresses, vests, jackets and shirts. Jeans of any color or style are prohibited in the workplace.
• Ties should be professional in appearance and worn when appropriate for the occasion but are optional on a daily basis unless required by the supervisor.
• Hosiery and socks are only required in patient care areas. Feet are to be clean and well maintained at all times.
• Footwear should provide safety, comfort, and low noise and be professional in appearance. Staff providing clinical patient care must wear footwear that is non-slip, closed toed, and be free from holes. Staff who do not provide direct patient care may wear sandals (no flip-flops).
• Fragrances must be minimized giving consideration to co-workers, patients, and customers. Staff working in patient care areas must be fragrance free. Employees
Professional Appearance Policy

must report to and/or return to work free from the odor of smoke or tobacco-related products.

- Hair and facial hair shall be clean, well-groomed, and of a natural color at all times. Hair falling below the shoulders shall be pulled back when providing patient care. Hair decorations must be secure and not interfere with providing patient care.

- Makeup shall be worn in moderation and professional image.

- Fingernails: Any artificial substance applied to the nail (except nail polish) is not allowed for anyone who has contact with patients, patient supplies, or in any patient care area. Natural nails are to be less than ¼ inch past the tip of the finger and must be kept clean. Nail polish is permitted but must not be chipped or cracked.

- Staff coming to work for staff meetings and educational events may wear business casual clothing including jeans in good repair. Shorts, sweatshirts, sweat pants, revealing tops, and flip flops are not to be worn at any time. Staff shall refrain from wandering through the organization when here for meetings and educational events.

- Staff called in to work shall immediately change into appropriate dress when they arrive on site.

- Staff shall refrain from chewing gum while providing patient care.

- Personal cleanliness is critical to the professional image and patient care.

- The Executive Team may approve attire for special Cheyenne Regional activities, such as holidays, celebrations, or Frontier Days.

References:
http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5116a1.html
http://www.osha.gov/Publications/osh3151.html

Cross Reference:
This Policy replaces the following deleted policies:

Key Words: Dress Code, Jeans, Scrubs, Logo wear, ID, Badges, Jewelry, Uniforms