

Values

Initiative and Innovation

We support creativity, reasonable risk taking, the application of innovative technologies, and leadership at all levels.

Personal Integrity and Respect

We display mutual respect, caring, and truthfulness toward each other, our customers, and our collaborators.

Customer Service

Meeting customer needs is our highest priority and we interact with customers in a friendly, caring, and courteous manner.

Partnerships

We work together for the best possible outcome – with each other, with customers, and with other collaborators within and outside the University of Rochester Medical Center

Life-Long Learning

We create and sustain an environment conducive to continuous individual and organizational learning.

Responsibility

We each assume personal responsibility for the success of the group and our mission.

Optimism

We aspire to provide a joyful environment, where we work with enthusiasm and a positive attitude.

Privacy

We protect the privacy of customers and co-workers to the fullest extent of the law.

Intellectual Freedom

We promote and protect every individual's right to find information, read, study and learn.