

Sample Code of Conduct for Patients (plain language)

Expectations: Visitors, patients and family members will not be unruly, or act in a way that is a threat to the rights of other patients and staff. *Name of Health Center* will be a place that is safe and healthy for all staff, visitors, patients, and their families.

We follow a zero-tolerance policy for violent words or actions by patients aimed at our staff.

As a patient in our practice, we expect:

- If you are unhappy with the service and care received here, you will contact the practice manager before you leave.
- If you have several things to talk about with our providers, you will tell us that when your appointment is scheduled so you are put in a longer time slot. Otherwise, a second visit may be needed for you so we can see each patient we have scheduled that day. All patients deserve time with our providers.
- If you have questions about your bill, you will *insert process here*
- You will watch over your children and keep them safe.
- You will set your phones on silent and put phones and other electronics away when interacting with our staff.

The following are prohibited (forbidden):

- Having a firearm or other weapon in your possession
- Threatening, being violent or harassing staff or other patients
- Making threats of violence during phone calls, on voicemail, in emails, letters, texts or any form of written or spoken communication
- Physically assaulting or threatening to inflict bodily harm
- Making verbal threats to harm another individual or destroy property
- Damaging business equipment or property
- Making menacing or insulting gestures
- Making racial or cultural slurs or remarks

If you experience or witness any of these behaviors, please report them to any staff member.

Violators are subject to removal from the facility and/or discharge from the practice.