

Patient and Visitor Code of Conduct

We are committed to providing high quality healthcare in a healing, safe and inclusive environment. To do so, all staff, patients and visitors are responsible to maintain conduct that is free of offensive, abusive or discriminatory language or behavior within any of our spaces.

Code of Conduct Violations Could Include

- Disrespectful, aggressive, or violent behaviors or actions towards staff, patients, and visitors.
- Threatening, discriminatory, bullying, disrespectful or offensive language towards staff, patients, and visitors.
- Offensive comments about others race, accent, religion, gender, sexual orientation or other personal traits.
- Refusal to see a clinician or other staff member based on these personal traits.
- Possession of weapons or firearms.
- Disruption of other patients' care or experience.
- Taking photos or videos of patients, visitors and/or staff without permission.

Potential Consequences

- Patient violating the Code of Conduct may be asked to continue their care plan elsewhere, and their future ability to obtain non-emergent care at the facility may require further review.
- Anyone found violating the Code of Conduct may be asked to leave and future visits may be restricted.
- The hospital may report violations of personal conduct to appropriate authorities.

Maintenance of Code of Conduct

- Alert members of your care team if you witness or are a victim of behaviors or actions that violate the Code of Conduct.
- Retaliation for reporting a violation is prohibited.
- Staff will report all observed or experienced violations of the Code of Conduct to the appropriate member of their care team.

Thank you for doing your part to ensure a healing and safe environment for all.

Please contact our Director of Quality & Risk Management at NJacob@SturdyHealth.org or by dialing (508) 236-7900 with any questions.

