
Patient Conduct Policy: Zero Tolerance for Abuse and Inappropriate Behavior

1. Purpose

The purpose of this policy is to promote a safe, respectful, and professional environment for all staff, providers, and patients. This policy outlines our zero-tolerance stance on verbal, physical, or psychological abuse toward staff and defines how the practice will respond to inappropriate conduct from patients, caregivers or visitors.

2. Scope

This policy applies to all patients, visitors, family members, caregivers and any other individuals who interact with the Practice's employees, contractors, and medical staff at any of our locations or during any provided services.

3. Policy Statement

The Practice maintains a zero-tolerance policy for any form of abuse, harassment, intimidation, or disrespectful behavior toward its staff. All patients and visitors are expected to always treat our team with dignity and respect. Failure to do so may result in a warning, behavior contract, discharge from care, and/or involvement of law enforcement.

4. Definitions

- **Abuse:** Physical violence, verbal threats, yelling, swearing, intimidation, or psychological harassment.
- **Harassment:** Unwelcome or offensive behavior based on race, gender, age, disability, religion, sexual orientation, or any protected status.
- **Inappropriate Behavior:** Any behavior that disrupts care delivery or creates a hostile environment for staff, including refusal to follow policies or repeated disrespect.

5. Prohibited Conduct

Examples of behavior that violate this policy include but are not limited to:

- Threats or acts of violence
- Verbal abuse or name-calling
- Discriminatory or hateful language
- Sexual comments, gestures, or advances
- Intimidation or bullying
- Refusal to comply with safety protocols or instructions
- Damaging property
- Repeated disruptions to care

6. Reporting and Response

- **Immediate Action:** Staff should remove themselves from unsafe situations and notify a supervisor or manager immediately.
- **Documentation:** All incidents must be reported to manager within 24 hours.
- **Review and Investigation:** The Clinic Manager and/or HR will review the situation and determine next steps.

- **Patient Communication:** Patients may receive a formal warning, be asked to sign a behavior contract, or be notified of discharge from care depending on the severity of the behavior.
- **Law Enforcement:** Threats, assault, or criminal acts will be reported to local authorities.

7. Behavior Agreements

Patients who engage in concerning behavior may be asked to sign a Behavior Agreement outlining acceptable conduct and consequences of future violations. Failure to comply may result in discharge from care.

8. Termination of Care

The Practice reserves the right to discharge a patient for ongoing or egregious misconduct. In such cases, the patient will be:

- Notified in writing
- Given a referral to an outside provider, when possible
- Offered a 45-day transition period for urgent needs (if applicable)

9. Communication

Patients and visitors will be made aware of this policy through visible signage, posting on website and verbal communication as needed.

Patient Name: _____

Patient Signature: _____

Date: _____