

Policy for Abusive or Disruptive Behavior

Our practice is committed to providing a safe, respectful, and professional environment for patients and staff. We maintain a **zero-tolerance policy** for abusive, threatening, or disruptive behavior.

Expected Patient Conduct

Patients and visitors are expected to:

- Communicate respectfully with all staff at all times
- Follow clinic policies and procedures
- Refrain from behavior that disrupts care or operations
- Respect the privacy of staff and other patients

Prohibited Behavior

The following behaviors will **not be tolerated**, whether in person, by phone, or electronically:

- Yelling, insults, or profanity directed at staff or other patients
- Threats, harassment, or intimidation
- Discriminatory or derogatory remarks
- Repeated disruptive or escalating behavior after being asked to stop
- Recording that interferes with operations, care, or privacy

Staff are authorized to end the interaction at any time they feel unsafe.

Response to Abusive Behavior

If a patient engages in prohibited behavior:

1. Staff will provide a warning and request respectful communication
2. If behavior continues, staff may end the interaction, including disconnecting phone calls or asking the patient to leave the clinic
3. Persistent or severe incidents may result in dismissal from the practice

Complaints

Patients are entitled to file complaints. However, abusive or threatening behavior will not prevent staff from taking appropriate action according to this policy.

Thank you for helping us maintain a safe, professional environment for everyone.