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ZERO TOLERANCE FOR ABUSIVE BEHAVIOR POLICY

Our Commitment to a Safe Environment for Patient and Our Staff

Our practice is committed to maintaining a safe, respectful and professional environment for all patients, families and staff members. We have a strict ZERO TOLERANCE POLICY for any form of abusive behavior, including but not limited to:

We value every patient and staff member and are committed to:

- No verbal abuse, including shouting, swearing, threats or derogatory remarks, insults, or any language deemed disrespectful or harmful.
- No physical aggression or intimidation.
- No harassment or discriminatory comments based on race, gender, religion, ethnicity, or any other protective characteristic.

We understand that medical situation can be stressful. However, aggressive or abusive behavior towards staff is not acceptable under any circumstances. If such behavior occurs, the following actions may be taken:

- Individuals exhibiting abusive behavior will be asked to leave the premises immediately.
- Continued abusive behavior may result in dismissal of the practice.

We value our patients and are committed to providing high quality care in a safe and supportive environment. We expect all interactions within our practice to be conducive to mutual respect and professionalism.

We appreciate your cooperation in creating a positive atmosphere for everyone. Thank you for your understanding.