



## Code of Conduct for Patients

In an effort to provide a healthy and safe environment for visitors, staff, patients and their families, Michigan Avenue Immediate Care, Michigan Avenue Primary Care, and Michigan Avenue ENT expect visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

Behavior that unnecessarily impairs the efficient and effective delivery of high quality patient care is disruptive behavior and will be considered unacceptable. Such behaviors include, but are not limited to:

- Committing malicious or aggressive verbal communications or actions;
- Exhibiting inappropriate physical contact with, or sexual harassment of others;
- Using intimidating, threatening, vulgar, demeaning, disrespectful, discourteous and/or abusive language and/or behaviors toward, or in the presence of patients, visitors, employees and /or practitioners;
- Possession of firearms or any weapon;
- Physical assault, arson or inflicting bodily harm;
- Intentionally damaging equipment or property;
- Raising voice to the level of disrupting other patients or interfering with office procedure
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality

If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member. Violators are subject to removal from the facility. Unacceptable conduct by patients will result in a warning to the patient, and egregious conduct that creates a risk of harm to staff, another patient, or the patient themselves may result in immediate termination of the patient from the practice in the sole discretion of Michigan Avenue Immediate Care, Michigan Avenue Primary Care, and Michigan Avenue ENT based on the facts and circumstances. All patient conduct will be documented and, if necessary, reported to law enforcement.