

Grove Medical Patient Code of Conduct

Grove Medical Associates is committed to creating a safe, caring and inclusive environment for anyone who is in our office. The following Code of Conduct applies to all our patients, guests, physicians, nurses and staff:

All persons in the presence of Grove Medical's office are expected to conduct themselves in a respectful and courteous manner. Disruptive behavior is prohibited and will be addressed in a manner that protects the safety and dignity of all involved.

Disruptive behavior includes but is not limited to, words or actions that are: disrespectful, racist, discriminatory, hostile or harassing and are not acceptable at Grove Medical. Examples are:

- **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**
- **Sexual or vulgar words or actions**
- **Disrupting another patient's care or experience**

Please see our Policy if you require specific definitions of what constitutes intentionally disruptive or abusive behavior. Our Policy also outlines the procedure once a report is made regarding a disruptive staff member, patient, volunteer or guest. To ensure patients with legitimate requests are never denied appropriate service, it also takes into account reasonable requests to accommodate a patient's spiritual and cultural values protected under patients' rights.

If we believe you have violated the policy you will be given the chance to explain your point of view. We will always carefully consider your response before we make any decisions about your future care at Grove Medical.

If you *witness or are the target of* any of these behaviors, please report it to our office.