



Patient Code of Conduct Policy

The Staff at Brightland Health is committed to providing the highest quality care in a safe and respectful environment.

Purpose:

The purpose of this policy is to ensure a respectful, safe, and professional environment for both patients and staff. This policy outlines the expected behavior of patients towards staff members and highlights the importance of mutual respect in maintaining a positive healthcare experience for all individuals involved.

Policy Statement:

Patients are expected to treat all administrative and healthcare staff with respect and courtesy, regardless of their role or responsibilities. Disrespectful behavior, including verbal abuse, harassment, intimidation, or physical threats, will not be tolerated and may result in the suspension of services or other appropriate actions.

Expectations of Patient Behavior:

1. Respectful Communication:

- Patients are expected to communicate with staff in a respectful and professional manner.
- Using offensive language, shouting, or engaging in any form of abusive communication is prohibited.

2. Cooperation with Staff:

- Patients are expected to follow instructions from all administrative staff and all healthcare professionals and cooperate with treatment.
- Disruption of healthcare activities or refusal to cooperate can negatively impact the delivery of care and may lead to the suspension of services.

3. Zero Tolerance for Violence:

- Physical violence, threats, or any form of aggressive behavior towards staff members will not be tolerated.
- Any incident of violence will be reported to the appropriate authorities and may result in immediate termination of services.

4. Personal Boundaries:

- Patients should respect personal boundaries and privacy of staff members.
- Unwanted physical contact, inappropriate comments, or other violations of personal space are prohibited.

5. Confidentiality and Privacy:

- Sharing private information about others in the healthcare setting is inappropriate
- Patients should respect the confidentiality and privacy of other patients and staff.

Actions for Non-Compliance:

1. Verbal or Written Warnings:

- For any violations, staff may issue a verbal or written warning to inform the patient about the breach of conduct.
- Outlining the inappropriate behavior and potential consequences if the behavior continues may be included.

2. Suspension of Services:

- Persistent non-compliance with the Code of Conduct or severe violations may result in immediate suspension or termination of services.

3. Involvement of Authorities:

- If the behavior involves criminal activity, such as assault or threats, staff will immediately contact law enforcement to ensure the safety and well-being of all individuals.

Conclusion:

We are committed to providing the highest quality of care in a safe and respectful environment. By adhering to this Code of Conduct, patients help create an atmosphere that promotes trust, cooperation, and effective healthcare. We appreciate the cooperation of all patients in fostering a positive and professional environment for everyone involved.