

ENC Peds - Expectations for Patient and Visitor Behavior

Our office has a strong goal of putting the needs of the patient first. Among other needs, we believe patients and visitors have the right to receive respectful communication when they interact with our employees.

In addition, you have the right to know about the rules and expectations that apply to patients and visitors of ENC Peds.

These rules and expectations apply to all people using ENC Peds property or online platforms, including those who are not directly in the role of a clinic employee, student, volunteer, contractor, or affiliate. The people most often affected by these rules and expectations are patients and their families, friends, caregivers, and acquaintances. They apply to guardians and health care agents, too. These health care agents also may be called substitute or alternate decision makers.

Our clinic's general rules and expectations are described here. We also may enforce other rules and restrictions that are meant to increase safety or prevent infections, or both, and reserve our right to do so.

Clinic Rules and Expectations

- Patients and visitors may not engage in any form of disruptive, derogatory, threatening, or aggressive speech or actions. Actions are also called behaviors.
- By way of explanation and not limitation, patients and visitors are not allowed to:
 - Yell, use profanity, call people names, lie, or use deceptive behavior.
 - Use words or actions that are humiliating or discriminatory (e.g. racist, homophobic, antisemitic, sexist, or ableist.)
 - Verbally threaten people.
 - Sexually harass people.
 - Display behavior intended to intimidate or frighten people, or show physical aggression.
 - Display other inappropriate speech or behavior as determined by ENC Peds staff.
 - Have weapons on any clinic property. Prohibited items include, but are not limited to, firearms, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage.

If there are questions about whether or not speech or actions are in violation of these rules, our staff will make that determination.

Patients are expected to attend appointments as scheduled. If you are not able to attend an appointment, you or another person must give ample notice to ENC Peds.

ENC Peds may dismiss patients from a specific department or health care provider due to behaviors such as:

- Repeated missed appointments without proper cancelation.

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- Failure to follow an agreement related to use of controlled substance(s) or similar concerns.
- Other inappropriate behavior as determined by ENC Peds staff.

Patients and visitors are expected to follow all rules and expectations. This includes time spent communicating with ENC Peds staff, interacting with our online platforms, and any time spent on ENC Peds property. **Patients or their primary caregiver are responsible for the conduct of their visitors.** If a visitor engages in ongoing disruptive speech or behavior, the patient may face consequences. This may include Termination of Patient Care.

Responses to Inappropriate Speech or Behavior

In addition to other responses shared here, you should know the following:

- Patients who engage in disruptive, derogatory, threatening, or aggressive speech or actions may face consequences up to and including Termination of Patient Care.
- Termination of Patient Care is the permanent end to a patient's access to ongoing care at the ENC Peds clinic location. This does not apply to emergency care.
- Visitors who engage in any form of disruptive speech or behavior:
 - May have restrictions placed on their in-person visitations.
 - May be removed from our clinical site.

Failure to comply with ENC Ped's Expectations for Patient and Visitor Behavior and other applicable rules or laws may result in additional action. These additional actions may include, but are not limited to:

- Presence of law enforcement during patient appointments and any other interactions with clinic staff.
- Prosecution for trespassing or criminal behavior, or both.

By signing below, I affirm I understand the set forth expectations and will follow to the best of my abilities. I also accept the consequences for violating said expectations.

Signature of Patient or Caregiver if under 18 yo.

Printed Name of Signer

Date

Adapted from "Mayo Clinic's Expectations for Patient and Visitor Behavior" 2023