

## Patient Behavior Policy

Finger Lakes Dermatology takes it very seriously if a member of our staff is treated in an abusive or violent way. Unfortunately, violence towards healthcare workers is all too common in today's society. It all starts with nasty rhetoric and can quickly escalate.

This practice supports the government's "Zero Tolerance" campaign for Health Service Staff. It states that Providers and their staff have a right to care for others without fear of being attacked, abused, or bullied. To be successful in providing these services, a mutual respect between all staff and patients needs to be in place. Our hardworking staff do their very best to be polite, helpful and sensitive to patients' individual needs. We would respectfully like to remind patients to mind their manners. The staff understands that sick patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint from a patient.

However, aggressive behavior, be it violent or abusive will not be tolerated and may result in you being discharged from the practice.

In order for the practice to maintain good relations with our patients, we would like to ask all patients to read and take note of types of behaviors that we find unacceptable:

- Causing damage to or stealing from the Practice, staff or patients.
- Any physical violence toward any member of the Finger Lakes Dermatology team or other patients, such as pushing or shoving.
- Verbal abuse towards staff in any form including verbally insulting the staff whether **in-person, over the phone or online** (including online "reviews").
- Using bad language or swearing at office staff
- Racial abuse and sexual harassment will not be tolerated within this practice.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations will be given to the best of our ability.

### **Dismissal from the Practice:**

The cornerstone of any good patient-doctor relationship is based on mutual respect and trust. The dismissal of patients from this practice is an exceptional event that is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice that they should find a new Provider.