

### **Code of Conduct for Patients**

In order to provide a safe and healthy environment for staff, visitors, patients and their families, Silverstream Medical Centre expects visitors, patients and accompanying family members to refrain from unacceptable behaviours that are disruptive or pose a threat to the rights or safety of other patients and staff.

**By enrolling with our Practice, patients understand that at times where capacity has been reached we may recommend and direct patients to afterhours services.**

The following behaviours will not be accepted:

- Repeated failure to attend appointments without advising the practice. Patients will receive a text on first DNA, 2<sup>nd</sup> DNA the appointment will be charged and 3<sup>rd</sup> DNA Enrolment with the practice will be reviewed.
- Repeated failure to pay for services without prior arrangement
- Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication
- Swearing
- Throwing objects
- Climbing on furniture
- Making verbal threats to harm another individual or destroy property
- Intentionally damaging equipment or property
- Attempting to intimidate or harass other individuals
- Abusive language
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality
- Possession of firearms or any weapon
- Physical assault, arson or inflicting bodily harm

**If you are subjected to any of these behaviours or witness inappropriate behaviour, please report to any staff member.**

**Non compliance with the Code of Conduct will result in immediate removal from the facility and/or discharge from the practice.**

\*Adults are expected to supervise children in their care.