



Amherst Pediatrics Patient and Family Code of Conduct

Promotion of a Safe and Respectful Environment

Amherst Pediatrics is committed to upholding a Code of Conduct to maintain a safe, inclusive, equitable, and respectful environment for patients, guardians, staff, and providers.

Amherst Pediatrics commits to the creation of policies and practices that promote the protection of staff, providers, patients, families, or visitors.

A safe environment promotes patient, family, visitor, staff and provider safety.

Offensive, abusive, or discriminatory language or behavior undermines the safety of patients and staff.

Code of Conduct Violations Could Include, but Are Not Limited to:

- Disrespectful, aggressive, abusive, or violent behaviors or actions towards staff, providers, patients, and families.
- Threatening, discriminatory, bullying, disrespectful, or offensive language towards staff, providers, patients, and families.
- Possession of weapons or firearms.
- Disruption of other patients' care or experience.
- Taking photos or videos of patients, visitors, staff, or providers without permission.

Potential Consequences

All violations will be addressed by the management of Amherst Pediatrics per the organization's policies and procedures.

Patients, guardians or visitors violating the code of conduct may be asked to leave the practice and/or discharged from the practice.

Maintenance of Code of Conduct

Alert members of your care team if you witness or are a victim of behaviors or actions that violate the Code of Conduct.

Retaliation for reporting a violation is prohibited.

Staff and providers will report all observed or experienced violations of the Code of Conduct to the Amherst Pediatrics management team.