



## HSHS Patient Code of Conduct

To ensure a safe and inclusive environment for all staff, providers, visitors, and patients, Hospital Sisters Health System (HSHS) expects visitors, patients and accompanying family members to cooperate in ensuring a safe, respectful, and effective care setting. As a patient, you have the right to considerate and respectful care in a safe and secure environment. HSHS expects that both patients and their visitors will refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of HSHS patients and staff.

### **The following behaviors are expected:**

- Respectful communication between patients, visitors, and care team members
- Compliance with all hospital policies
- Appropriate behavior in all care settings
- Cooperation with care team instructions
- When interacting with any of our staff, please put your electronic devices away. Please be courteous with the use of your cell phone and other electronic devices. Set the ringer to vibrate before storing away.
- Adults are expected to supervise their children.

### **The following behaviors are prohibited:**

- Possession of firearms or any weapons on our premises
- Possession or use of illegal drugs or alcohol, or smoking or vaping within our facilities
- Physical or verbal threats, aggression, and assaults
- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff members based on personal traits
- Sexual or vulgar words or actions
- Damaging business equipment or property
- Audio or video recording of staff members without their permission
- Making threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication
- Disrupting another patient's care or experience

**HSHS has a zero-tolerance policy for violent or aggressive behavior and HSHS leadership supports team members in pressing charges for violent behavior directed by patients against our staff. Violent behavior may result in removal from this facility and could lead to an arrest.**

Violations of this Code will lead to consequences, up to and including security intervention, restriction of visitation or other privileges, discharge from care, exclusion from the facility, restriction from future non-emergency care at the facility, and/or involvement of law enforcement or other legal action.

If you witness or are the target of any of these behaviors, please report it to a member of your care team. Everyone following a shared code of conduct is essential and we thank you for doing your part.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_