

Patient & Guest Code of Conduct



In keeping with the Southcoast Health Vision: delivering exceptional, accessible, and convenient care and service, we present our Patient and Guest Code of Conduct (Code). This Code helps us deliver on this vision, as all should

expect a safe, caring, and inclusive environment in all our facilities. This Code applies to all patients and their family members, visitors, third parties, and other guests on Southcoast Health premises.

Southcoast Health will not tolerate behaviors or words that are disrespectful, racist, discriminatory, hostile, harassing, or that otherwise interfere with the ability to deliver care to our patients.

Examples of these include:

- + Offensive comments regarding race, accent, culture, religion, gender, ethnicity, sexual orientation, or other personal traits
- + Refusal to see a clinician or other staff member based on personal traits or another discriminatory basis
- + Physical or verbal threats, harm or assaults
- + Sexual or vulgar words or actions
- + Disrupting another's care or experience
- + Violating privacy or confidentiality of a patient or clinician, including via use of a mobile or recording device or application
- + Refusal to cooperate with Southcoast Health providers or staff

If Southcoast Health determines you may have violated the Code, you may be asked to explain your point of view if feasible under the circumstances and we will carefully consider your response before we initiate any consequences.

Though we expect these to be infrequent, violations may lead to patients being asked to make other plans for their care, to patients or other guests being removed from the premises, to the involvement of law enforcement, among other potential outcomes.

We appreciate your cooperation and support in helping Southcoast Health keep its promise to deliver high quality care to our communities.

If you observe or have any concerns regarding a potential Code violation, please report it to a member of your care team.

For more information on this Patient and Guest Code of Conduct please reach out to the Patient Experience Team at 1-877-264-7244.

