



Patient, Family, Visitor Code of Conduct

Our Code of Conduct is intended to maintain a safe and caring environment for all patients, staff, family, and visitors at CDH.

Promoting Safety and Security

- No weapons
- No illegal or dangerous items
- No alcohol, drugs, smoking, or vaping
- No photography and audio/video recording

Communicating and Acting in a Respectful Manner

The following are not acceptable behaviors: discriminatory, disruptive, disrespectful or harassing behaviors, or language (oral or written) including, but not limited to:

- Derogatory or offensive remarks about race, color, accent/language, national origin, ethnicity, religion, sex, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran/active military status, or immigration status
- Requests or demands for a clinical or other staff member based on the above characteristics
- Yelling or swearing
- Verbal threats or threatening gestures

- Spitting, throwing objects, or other violent behaviors
- Any physical or attempted assault
- Sexual or vulgar remarks or behaviors
- Refusal to follow unit or practice specific policies or guidelines that guide the patient's care and treatment
- Disrupting another patient's care or experience
- Family/visitor refusal to follow inpatient staff requests related to the need to provide direct patient care
- Unwanted communication with a clinician or other staff member not related to clinical care

Code of Conduct Violations

Any violations of above will result in the following:

- If you are a patient, you may be discharged and you may not be able to receive care in the future at Cooley Dickinson Hospital or its affiliates (this does not apply to emergency treatment under EMTALA)
- If you are a family member or visitor, you will be asked to leave the premises and future visitation may be restricted

If you are a patient, family member, or visitor and are the target of any of these behaviors, please report your concerns to a staff member.

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COOLEY DICKINSON
MASSACHUSETTS GENERAL HOSPITAL AFFILIATE