

# Patient Code of Conduct

As a patient visiting our practice, you have the right to courtesy, respect and responsive attention to your health care needs. To ensure a respectful and courteous environment for you, your provider, our staff and other patients of the practice, please consider the following:

- If you have any questions about the care or are unhappy with the service received in our office, please contact our practice manager before you leave our office so that any clarifications about your care or the services you received can be addressed.
- Please communicate all issues that you wish to discuss with the provider at the time your appointment is scheduled, so that an appropriate amount of time can be allotted. If you do not do this in advance, another visit may be necessary so that the provider can give all patients the time and quality of care they deserve.
- Questions about your billing can be addressed by calling **757-446-7333**.
- Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away.
- Adults are expected to supervise their children and are responsible for the behavior of their family members and guests.
- You may reach our Patient Advocate by calling **757-451-6291** if you have a question, concern, complaint or compliment about our service.

To provide a safe and healthy environment for staff, visitors, patients and their families, EVMS Medical Group expects visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff. Our practice follows a zero-tolerance policy for aggressive behavior directed by patients against our staff. **The following behaviors are prohibited and may be grounds for discharge from our practice and will be reported to Police & Public Safety.**

- Bringing or brandishing firearms or any weapon at your appointment.
- Disruptive behavior including, but not limited to, intimidating or harassing staff or other patients and making menacing or derogatory gestures.
- Making threats of violence through phone calls, letters, voicemail, email or other forms of written, verbal or electronic communication.
- Physically assaulting another individual or damaging business equipment or property.
- Making verbal threats to harm another individual or destroy property.
- Making racial or cultural slurs or other derogatory remarks or refusal to see a clinician or staff member based on these personal traits.

If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member. Violators are subject to immediate removal from the facility and/or discharge from the practice.



MACON & JOAN BROCK VIRGINIA HEALTH SCIENCES  
**EVMS MEDICAL GROUP**  
AT OLD DOMINION UNIVERSITY