

# LONGWOOD

---

## EYE & LASIK

### Our Expectations for Patient and Visitor Behavior

#### Respect

We believe that you are the most important member of your health care team. As a team, we ask for your support in making Longwood Eye and Lasik (“Longwood Eye”) a safe, caring place where we respect one another and make everyone feel safe and welcome.

Our Expectations for Patient and Visitor Behavior help us meet this goal. We do not tolerate words or actions that:

- Show disrespect
- Are racist
- Discriminate
- Are hostile
- Harass

We pledge to treat you with respect, honesty, dignity and compassion. And we expect you, your family and visitors to treat others the same way.

#### Mistreatment and Discrimination

We do not allow behavior by any patient or visitor that mistreats or discriminates against our staff, other patients, or other visitors. This includes in-person encounters, electronic communications, including e-mails, letters and phone calls.

It includes any behavior that:

- Makes anyone feel unsafe
- Limits our staff from giving care
- Disturbs another patient’s care or experience
- Is abusive or shows disrespect
- Discriminates or is racist
- Is sexually harassing or inappropriate

Examples of bad behaviors:

**Racism:** Offensive or bigoted comments about someone’s race or ethnicity, or sarcastic insults about a person based on their background.

**Discrimination:** Judging or singling out someone based on their

- Race, ethnicity, national origin or skin color
- Sex, sexual orientation, gender, gender identity or gender expression
- Age

- Disability
- Religion
- Immigration status
- Veteran or active military status
- Any other legally protected status

One example of this is to refuse care or service from a staff member based on their race, skin color, ethnicity or gender.

**Verbal abuse:** name calling, yelling, cursing, belittling or ranting.

**Emotional abuse:** bullying, stalking, or any acts or words that make our staff feel unsafe or uncomfortable.

**Sexual abuse:** unwanted touching or use of sexual or vulgar words or other actions

**Threats:** any words or actions meant to threaten or intimidate others.

**Physical Abuse:** any violent actions or physical abuse such as throwing things, blocking, hitting, kicking or spitting.

## **How Longwood Eye will respond to these behaviors**

If we believe you have violated this code, we'll give you a chance to explain your point of view. We'll then carefully consider your response before we make any decisions about your future care at Longwood Eye.

**If we decide that you violated the code, we may:**

- Report your behavior to other Longwood Eye staff members
- Make you sign an agreement or contract that says you will not do it again
- Force you to leave Longwood Eye property
- Document your behavior in your medical record
- Ask you to leave without receiving your care, treatment or services.
- Stop your non-emergent care. This could be for a single clinician, an entire department or service, or all of Longwood Eye.
- Call the police.

**Thank you for your cooperation.**