



Newton Family Physicians CODE OF CONDUCT POLICY for PATIENTS – 1/1/2023

Expectations: Visitors, patients and family members will not be unruly or act in a way that is threatening to other patients and staff. Newton Family Physicians will be a place that is safe and healthy for all staff, visitors, patients and their families.

We follow a zero-tolerance policy for violent words or actions by patients aimed at our staff.

As a patient in our practice, we expect:

- If you are unhappy with the service and care received here, you will contact the practice administrative staff before you leave.
- If you have several things to talk about with our providers, please tell us when your appointment is scheduled so you have enough time in your appointment slot. If not, then a second visit might be needed to address all your concerns. All patients deserve time with our providers, and we will do our best to accommodate their needs.
- If you have questions about your bill, you can discuss that with our front desk or at the check out or you may call 828-465-3928 and press #4 to discuss with our insurance department.
- You will watch over your children and keep them safe.
- We would ask that you set your phones to silent and put the phones and other electronic devices away when interacting with our staff.

The following are prohibited:

- Having a firearm or other weapon in your possession in our office.
- Threatening, being violent or harassing staff or other patients.
- Making threats of violence during phone calls, on voicemail, in emails, letters, texts or any form of written or spoken communication.
- The use of Foul Language (cursing).
- Physically assaulting or threatening to inflict bodily harm to our staff or other patients.
- Making verbal threats to harm another individual or destroy property.
- Damaging business equipment or property
- Making menacing or insulting gestures.
- Making racial or cultural slurs or remarks.
- Sexual Harassment of any kind.

If you experience or witness any of these behaviors, please report them to any staff member.

Violators are subject to removal from the facility and/or discharge from the practice.