

Patient & Visitor Code of Conduct

Every day, our providers and staff are committed to providing high quality healthcare in a healing, safe, and inclusive environment. Please show them the respect that they deserve, and you expect as a patient or visitor.

All patients, visitors, and staff are responsible to maintain conduct that is free of offensive, abusive, or discriminatory language or behavior. Examples of prohibited behavior:

- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience
- Photography or video/audio recording without first obtaining the consent of everyone involved

If the Code of Conduct is not followed:

- Individuals may be asked to immediately leave the premises and could be restricted from future visitation.
- For severe violations, future care at Boston Orthopaedic & Spine may require review.

If you witness or are the target of any of these behaviors, please report it to a member of our management team.

Thank you for choosing Boston Orthopaedic & Spine and doing your part to ensure a healing and safe environment for all.

