



MOUNTAIN LAUREL
MEDICAL CENTER

Patient Code of Conduct

Welcome to Mountain Laurel Medical Center, your Patient Centered Medical Home. The staff at Mountain Laurel strive to provide excellent health care and service to our patients. It is important to maintain a therapeutic relationship with our patients and your provider of care.

To provide a safe and healthy environment for staff, visitors, patients and their families, Mountain Laurel Medical Center expects visitors to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

As a patient visiting our practice please consider the following:

- 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 quality of care they deserve.
- Our practice follows a zero-tolerance policy for aggressive behavior directed by patients against our staff.
- 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.
- Adults are expected to supervise their children.

The following behaviors are prohibited:

- Possessing any type of weapons
- Intimidating or harassing staff or other patients
- Making threats of violence through phone calls, letters, voicemail, email or other forms of written, verbal or electronic communication.
- Physically assaulting or threatening to inflict bodily harm.
- Making verbal threats to harm another individual or destroy property.

Any violations of the Code of Conduct will result in dismissal from our practice and reassignment to another healthcare provider outside of Mountain Laurel Medical Center.