



Code of Conduct for Patients and Visitors

In an effort to provide a safe and healthy environment for staff and patients, Ironwood Physicians PC expects patients, parents and accompanying family and friends to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited and may result in your immediate dismissal from the practice:

- ☐ Physical assault or threatening to inflict bodily harm.
- ☐ Rude behaviors in person or through written, verbal or electronic communication, including but not limited to the following: Profanity, harassment, offensive or intimidating statements or gestures and threats of violence.
- ☐ Racial or cultural slurs or other derogatory remarks associated with race, language, or sexual orientation.
- ☐ Requests that would constitute illegal or unethical behavior on the part of Ironwood.
- ☐ Possessing firearms or any weapon
- ☐ Making verbal threats to harm another individual or destroy property

As To ensure a safe and secure environment for all employees, visitors, and contractors, the possession, use, or distribution of weapons of any kind is strictly prohibited in or on Ironwood premises, including parking areas. This includes, but is not limited to:

- ☐ Firearms
- ☐ Knives
- ☐ Explosives
- ☐ Tasers or stun guns
- ☐ Any object used in a threatening manner

As a patient visiting our 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 doctor 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 doctor can give all patients the time and quality of care they deserve.
- ☐ Questions about your billing can be addressed with our patient accounts team @ 480-245-6285.
- ☐ 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. Set the ringer to vibrate before storing away.

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