



Patient Conduct and Dismissal Policy

Purpose

RTC Peds is committed to maintaining a safe, respectful, and professional environment for our patients, families, and staff. This policy outlines expectations for behavior and the circumstances under which a patient may be dismissed from the practice.

Expected Conduct

All patients, parents, and guardians are expected to communicate respectfully with providers, staff, and other patients. We recognize that medical situations can be stressful; however, respectful communication must be maintained at all times.

Unacceptable Behavior

The following behaviors are not tolerated and may result in dismissal from the practice:

- Verbal abuse, including yelling, profanity, insults, or derogatory language directed at staff or providers
- Threatening language or behavior, including implied or explicit threats toward staff, providers, or the practice
- Harassment, intimidation, or discriminatory remarks
- Repeated disruptive behavior that interferes with clinic operations or patient care
- Aggressive actions such as slamming phones, refusing to de-escalate when asked, or hostile confrontations in person or via phone/electronic communication
- Threats of public defamation or retaliation directed at staff or providers

Response to Concerning Behavior

Depending on the severity and frequency of the behavior, RTC Peds may take the following steps:

1. **Verbal Warning** – The individual will be informed that the behavior is inappropriate and must stop.
2. **Written Warning** – Documentation of the behavior and expectation for immediate improvement.
3. **Immediate Dismissal** – In cases of severe or threatening behavior, the practice reserves the right to dismiss a patient without prior warning.

Dismissal Process

If dismissal is deemed necessary:

- The patient/guardian will receive written notice of termination of care
- The practice will continue to provide **urgent care only for 30 days** from the date of the notice to allow time to establish care elsewhere
- Assistance will be provided to transfer medical records upon receipt of appropriate authorization
- Patients will be advised to seek a new provider, typically through their health insurance network



Emergency Care

Dismissal from the practice does not apply in emergency situations. Patients should seek emergency care by calling 911 or going to the nearest emergency department.

Non-Discrimination

Dismissal decisions are based solely on behavior and not on race, ethnicity, gender, socioeconomic status, or any protected characteristic.

Commitment to Care

RTC Peds remains committed to providing compassionate, equitable, and high-quality care. This policy exists to ensure that such care can be delivered in a safe and respectful environment for all.