



Our Patient and Visitor Code of Conduct

Brookshire Family Practice is committed to providing high-quality care to our patients and staff in a safe and respectful environment that supports health and healing. To ensure our care locations are safe, caring, and inclusive, we ask that patients and visitors adhere to our Patient and Visitor Code of Conduct while in the clinic.

Specifically, patients and visitors are **not allowed** to:

1. Display aggressive and rude behavior, nor yelling or profanity, during interactions with the Brookshire Family Practice staff or other patients or visitors. Physical or attempted assault will be immediately reported to law enforcement.
2. Speak inappropriate comments to staff and others regarding race, accent, religion, gender, sexual orientation, or other personal traits.
3. Make sexual remarks, actions, gestures, or physical contact.
4. Bring weapons (including but not limited to firearms) within our building.
5. Consume tobacco products to include smoking or chewing tobacco, nor consume marijuana, e-cigarettes, or vapes, nor any illicit substances on our premises.
6. Use cell phone when in clinic areas. Please step outside of the clinic to make or take phone calls.
7. Refuse to see a clinician or interact with staff members based on their personal traits.
8. Disrupt another patient's care or experience, especially during clinic when scheduled patients are being serviced.
9. Refuse to follow practice policies or guidelines that guide the patient's care and treatment.

A safe and respectful environment is central to promoting a healing environment; therefore, if the above stated code of conduct is not followed:

- The patient may be asked to leave the clinic and make other plans for their non-emergent immediate care.
- He or she may be discharged or terminated from the practice.
- Visitors may be asked to leave and may be restricted from future visitation.

Thank you for choosing Brookshire Family Practice and joining us in our commitment to ensuring a safe, caring and inclusive environment for all.

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