

**Mountain View Pediatrics Policy**

**Regarding: Inappropriate Interactions with Our Staff**

**Effective Date: September 3, 2019**

**Verbal Abuse:**

We expect all interactions between our office staff/providers and our patients/families to be conducted with mutual respect and civility. If our staff is verbally harassed or verbally abused by a patient or family member, there will be a discussion with the family regarding the incident. If the altercations are repeated, then the patient will be discharged from Mountain View Pediatrics.

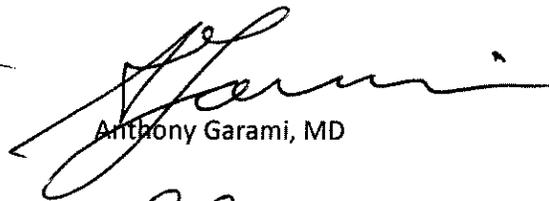
**Physical Threats/Actions:**

We expect all interactions between our office staff/providers and our patients/families to be conducted with mutual respect and civility. If our staff feels physically threatened or is confronted with physical violence from a patient or family member, then the patient will be discharged immediately from Mountain View Pediatrics.

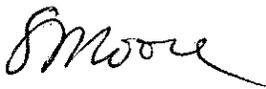
As a pediatric office we will continue to strive to provide the best and most accessible care for the families we serve. We will try to accommodate your requests to the best of our abilities. Let us treat this relationship with mutual respect.



Robert W. Moore, MD



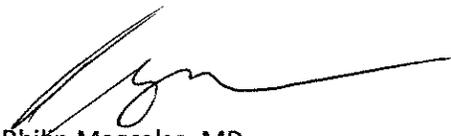
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