



Wright & Associates Family Healthcare is committed to providing quality care. Our patients should expect a safe, respectful, and inclusive environment in our office. In return, we have certain expectations of our patients. Our Patient Code of Conduct outlines some of these expectations.

Wright & Associates Code of Conduct

We expect our patients, their family members, and visitors always to speak and behave respectfully. If an issue should arise that results in a patient becoming dissatisfied, there are protocols in place to express dissatisfaction. Wright & Associates staff will listen, and whenever possible, work to resolve any problems. We agree to treat patients with the same respect.

Communicating and acting with respect

Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome.

Examples include:

- Offensive comments about others' race, accent, language, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits.
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience

Code of conduct violations

- If you are a patient and violate this code, you may be discharged from the practice.
- If you are a family member or visitor, you may be asked to leave. Future visits may be restricted.

This Code of Conduct is in place to ensure that Wright & Associates Family Healthcare can provide a good experience for every patient.

I, _____ agree to abide by Wright & Associates Patient Code of Conduct
(Please print name)

Date of Birth _____ / _____ / _____
Month Day Year

Signature: _____ Date: _____