

Coastal Immunology and Allergy Clinic

CODE OF CONDUCT POLICY - ZERO TOLERANCE

By signing this form, you confirm you have read, understood and agree to this policy, and understand you will not be offered any further appointments, at the discretion of the business, should any behaviour breach the policy. We will then return you via written correspondence to the care of your GP.

More than 90% of people behave with courtesy and politeness as they go about their daily lives. Unfortunately, due to the very small percentage of people that behave inappropriately, we deem it necessary to define unacceptable behaviour and its consequences. We thank you for your understanding and thank you in advance for your well-mannered conduct.

We require that you and anyone you bring with you to the practice treat our administrative and clinical staff with courtesy and respect. Our staff are considerate people and are committed to caring for you, and you can expect to be treated with the same courtesy and respect you show us. We have faith that you will do so.

We politely advise you that our practice endorses and enforces a **Zero Tolerance** of Inappropriate Behaviour Approach towards all incivility, discourteous, abusive, argumentative or aggressive behavior by either patients or people you bring with you.

Unacceptable behavior (some examples):

- Demanding and controlling behaviour
- Unwillingness to listen
- Repeated comments of discontent, irritation or frustration
- Making unreasonable demands in an argumentative manner
- Belligerent conduct via telephone and then hanging up on staff
- Belittling, threatening, or manipulative comments
- Threatening suicide if you don't get what you want
- Not following reasonable directions of staff
- Talking loudly in an intimidating, confrontational or disrespectful way
- Swearing, profanity or expletives of any kind
- Physical violence or intimidation of any sort (police will be called)
- **Slanderous** comments on Social Media sites such as Facebook, Google, Twitter etc.

Resolving Issues:

From time-to-time issues can and will arise and we take those matters seriously.

If you have any comments or grievances about this practice or staff, please bring these to our attention as soon as possible, as we want these resolved in a constructive and reconciliatory manner that works for both parties.

Conduct Breach consequences

In cases where we consider there is a clear breach of our Zero Tolerance Policy we will advise you that we will terminate the telephone conversation, or direct you to leave the premises. Where we consider that the patient/practice relationship has broken down, we reserve the right to remove you from our patient list. **Note: you are not considered a patient of this practice until you have attended a consultation.**

Your Mental and Emotional Health

We understand that during the past year or so, with Covid-19 and other traumatic worldwide events, many people who have ordinarily managed their emotional, mental and psychological health well, are sustaining difficulties doing so.

It helps us to help you if you are able to communicate such issues when you interact with our team. We hope you understand that as the only allergy/immunology practice servicing the entire Central Coast Local Health Area, our finite resources are overstretched and our staff are usually very busy. In spite of this we will always work to liaise with you in a compassionate and humane way and it assists us if you advise us of difficulties when we are managing your care.

Name:

Signed:

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Date: