

Patient Code of Conduct

As part of our commitment to provide a safe and healthy environment for staff and patients, Cambridge Health Alliance (CHA) expects patients and visitors to refrain from any behaviors that are disruptive or pose a threat to the rights and safety of other patients, visitors and staff.

Words or actions that are disrespectful, racist, discriminatory, hostile or harassing are not welcome at Cambridge Health Alliance (CHA). Examples of these include:

- Carrying firearms or other weapons on CHA property.
- Physical or verbal threats and assaults.
- Any comments about others' race, accent, religion, gender, sexual orientation, or other personal traits. (written or verbal)
- Refusal to see a clinician or other staff member based on their race, accent, religion, sexual orientation, or other personal traits.
- Offensive language including violent/sexual/vulgar words or actions.
- Disrupting another patient's care or experience.
- Taking photos or videos of patients, visitors, and/or staff without permission.

If Cambridge Health Alliance believes you have violated the Patient Code of Conduct with unwelcome words or actions, you will be given the chance to explain your point of view to a member of your patient care team. We will always carefully consider your response before we make any decisions about your future care at CHA. Violations of this patient code of conduct may lead to you being asked to make other plans for your care and future non-emergency care at Cambridge Health Alliance may require review.

If you, as a CHA patient, witness or experience any of these behaviors, please report it to a member of your care team. Retaliation for reporting a violation is prohibited.