



Newton-Wellesley Family Pediatrics Patient & Family Code of Conduct

At **Newton-Wellesley Family Pediatrics**, our mission is to provide excellent medical care in a safe, caring, and inclusive environment. We are committed to treating every patient and family with dignity, empathy, courtesy, patience, and kindness.

To help us maintain this environment, we ask that all patients and family members uphold the following standards:

Our Expectations

Patients and families are expected to:

- Treat staff, other patients, and visitors with courtesy and respect.
- Communicate in a calm and appropriate manner.
- Refrain from discriminatory, racist, harassing, or offensive language or actions, including comments related to race, religion, gender, sexual orientation, accent, or other personal characteristics.
- Avoid disruptive behavior that interferes with the care or experience of others.
- Refrain from threats, bullying, aggressive conduct, sexual or vulgar behavior, or any form of verbal or physical violence.

Reporting Concerns

If you experience or witness behavior that does not meet these standards, please inform a member of your care team. We take all concerns seriously.

If Standards Are Not Met

If a patient or family member does not follow this Code of Conduct:

- They will be given the opportunity to share their perspective before decisions are made.
- In rare cases, individuals may be asked to make alternative arrangements for care.
- Continued non-emergency care may be subject to review.
- Patients or families may be dismissed from the practice if basic standards of conduct are not upheld.

Our shared commitment to respect and professionalism ensures a safe, welcoming environment for everyone in our community.