

IVI RMA Code of Conduct

IVI RMA is committed to delivering high-quality, patient-centered care in a safe and respectful environment.

To ensure our clinic locations are safe, caring, and inclusive, we ask that all patients and visitors follow the example of IVI RMA staff by adhering to our Patient and Visitor Code of Conduct, which includes the following:

- Everyone will be treated with kindness, dignity, and respect. Offensive or discriminatory comments about age, race, religion, gender, gender identity, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a staff member based on these traits.
- All patients and visitors will use respectful, appropriate language and behavior. Verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated. Yelling or use of profanity is prohibited.
- All patients and visitors will behave in a courteous manner. Physical assault or the threat of assault, throwing objects and/or destroying property will not be tolerated at IVI RMA.
- All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experiences.

If these guidelines are not followed:

- Patients may be asked to leave and make other plans for their non-emergent immediate care. For severe violations, future non-emergency care at IVI RMA may require review.
- Visitors may be asked to leave and could be restricted from future visitation.

If you witness or are the recipient of any of these behaviors, please immediately report it to a member of your care team.

Patient Name (Print): _____

Partner Name, *if applicable* (Print): _____

Signature: _____

Signature: _____

Date: _____

Date: _____