

Purpose:

Fourroux Prosthetics is committed to providing a professional, respectful, and safe environment for all patients, guests, and staff. This Patient and Guest Code of Conduct Policy outlines the expectations for behavior while at our facility to ensure the well-being, safety, and comfort of everyone involved. All individuals entering our facility, whether patients, family members, or guests, are required to abide by these guidelines.

Scope:

This policy applies to all patients, their family members, caregivers, and guests who enter Fourroux's premises or interact with the staff in any capacity, including but not limited to, in-person visits, phone calls, or electronic communication.

Expected Behavior:

To promote a positive and collaborative healthcare environment, patients, guests, and visitors are expected to:

1. **Respectful Communication:**
 - Treat all staff, patients, and visitors with dignity, kindness, and respect.
 - Communicate in a calm, courteous, and professional manner, whether verbally or in writing.
 - Respect differing opinions and practices of our healthcare providers and staff.
2. **Compliance with Treatment and Safety Guidelines:**
 - Follow all healthcare instructions provided by the medical professionals.
 - Adhere to facility policies regarding safety, including infection control protocols and privacy regulations.
 - Refrain from bringing harmful or unauthorized items (e.g., weapons, drugs, alcohol) into the facility.
3. **Confidentiality and Privacy:**
 - Respect the privacy of other patients, their medical information, and personal belongings.
 - Maintain confidentiality of any sensitive or private information discussed within the practice, in accordance with HIPAA and other relevant privacy laws.
4. **Maintaining a Safe Environment:**
 - Behave in a manner that ensures a safe environment for all individuals, including staff, other patients, and guests.
 - Refrain from any disruptive behavior, such as excessive noise, inappropriate language, or other actions that could interfere with the provision of care or disturb others.
5. **Cooperation with Staff:**
 - Follow the instructions and requests of the healthcare team and administrative staff to facilitate smooth and effective care delivery.
 - Arrive on time for scheduled appointments and notify the office in advance if you need to cancel or reschedule.

Unacceptable Behavior:

The following behaviors are strictly prohibited and will not be tolerated:

1. **Violence or Threats:**
 - Physical violence, threats of violence, or any actions that could harm others will lead to immediate termination of services and may result in legal action.
 - Verbal threats, intimidation, or harassment towards staff, patients, or other visitors are also considered unacceptable.
2. **Disruptive or Aggressive Behavior:**
 - Aggressive, hostile, or abusive language or actions (including yelling, swearing, or making unreasonable demands) will not be tolerated.
 - Any behavior that disrupts the operation of the healthcare practice or impedes the ability of staff to provide care will be addressed immediately.
3. **Substance Abuse:**
 - The use of alcohol or illegal drugs within the premises or coming to appointments under the influence of drugs or alcohol, is prohibited.
 - Smoking, vaping, or using tobacco products is prohibited inside the practice or in designated smoke-free areas.
4. **Harassment or Discrimination:**
 - Discriminatory or harassing behavior based on race, gender, age, religion, disability, sexual orientation, or any other protected characteristic will not be tolerated.
 - This includes offensive jokes, slurs, or any behavior that creates an uncomfortable or hostile environment.
5. **Failure to Follow Practice Policies:**
 - Non-compliance with appointment scheduling policies, payment expectations, or refusal to follow medical treatment plans can result in discontinuation of services.
 - Patients and guests who refuse to cooperate with security, staff, or other practice policies will be asked to leave the premises and may face further action.

Consequences for Violating the Code of Conduct:

Failure to adhere to the expectations outlined in this policy may result in the following actions:

1. **Verbal Warning:** For minor violations, a verbal warning may be issued by staff.
2. **Written Warning:** A formal written warning will be issued if behavior continues to be disruptive or inappropriate.
3. **Immediate Action:** In cases of severe or repeated misconduct, Fourroux Prosthetics reserves the right to:
 - Terminate the provider-patient relationship and refer the patient to another provider.
 - Remove disruptive individuals from the premises.
 - Pursue legal action if necessary, including notifying authorities in cases of violence, threats, or criminal behavior.

Patient and Guest Acknowledgment:

By accessing the services provided by Fourroux Prosthetics, patients and guests acknowledge that they have read, understood, and agree to comply with this Patient and Guest Code of Conduct Policy.

We believe in providing high-quality care in a positive, safe, and respectful environment. If you have any questions about this policy, or if you feel that this policy has been violated, please contact Summer Lones, Chief Administrator at (256) 534-8672 or summer@fourroux.com.