

# Trinity Health Patient & Visitor Code of Conduct

To effectively provide medical treatment to you, we require a commitment by staff, patients, and visitors alike. Mutual trust and respect can help us provide the right treatment plan, in a safe and respectful environment that promotes healing. This reflects our core values of reverence and safety.

Below we've outlined the Code of Conduct expectations for all patients and visitors, designed to help make your hospital stay, appointment, or visit successful:

- Patients, visitors, and staff will address each other in a respectful manner.
- Patients are encouraged to speak with their providers about their therapeutic care plan.
- This is a Nicotine free campus. Tobacco and nicotine product use is forbidden on campus grounds.
- Weapons, illegal or dangerous items, alcohol, marijuana, and illicit drug use, as well as possession of related paraphernalia, is forbidden in all areas and campus grounds.
- Please do not visit if you are sick or have an illness that could be transmitted to a patient.
- Visitors will not present to our facilities to visit patients while intoxicated or under the influence of drugs or alcohol.
- Children should be supervised at all times for their safety and the safety and care of our patients.
- Photography, video, or audio recording is permitted in patient care space only with consent of all parties (including staff) and in a manner that does not impede patient care. Photography, video, or audio recording may be restricted in other parts of our facilities at the discretion of organizational leadership.
- Patients, visitors, and staff will refrain from exhibiting violent, threatening, or abusive behavior towards each other.
- Profanity, racial or cultural slurs or other derogatory remarks towards others of any kind is not tolerated, including, but not limited to, slurs or remarks targeting another's age, race, ethnicity, religion, culture, disability, language, sexuality or sexual orientation, gender identity, socioeconomic status, marital status, or ancestry.
- The following expectations are also required of hospitalized patients:
  - Patients will remain on the unit for their safety, and to facilitate timely care. Being on the unit allows for prompt testing, timely medication administration and frequent assessment by healthcare providers. Patients are encouraged to walk in the hallway of their unit.
  - Patients who do leave the unit must develop a therapeutic plan for being off the unit with their physician and nursing team prior to leaving the unit.
  - Leaving the unit, if not part of your therapeutic care plan, may be considered leaving against medical advice/elped and could result in your discharge.

A safe and respectful environment is central to promoting a healing environment, therefore, if the above stated expectations are not followed:

- If we believe you have violated the policy with unwelcome words or actions, you will be given the chance to explain your point of view. We will always carefully consider your response before we make any decisions about future non-emergent care. Compliance with behavioral expectations and the patient's competency are always considered during incident assessment.
- Patients: If you choose not to comply with your therapeutic care plan or the above expectations, we may discharge you from the hospital or your appointment. For subsequent appointments or admissions, we will follow our standard continuity of care practice and seek to have you cared for by the same care team.
- Visitors: If you fail to comply with the above expectations, you may be asked to leave campus, and may be restricted from future visitation privileges.

Every day, our providers, nurses, and associates are committed to providing the highest levels of care to our patients. Please show them the respect they deserve and that you expect as a patient or visitor.