

## PATIENT AND VISITOR CODE OF CONDUCT



To help ensure we maintain a safe and healing environment of care for our caregivers, patients and visitors, we've implemented new patient and visitor expectations.

We have seen incidents of aggression and disrespect toward our caregivers rise steadily over the past couple of years. And while we know that everything caregivers do impacts patients' and families' thoughts, feelings, and well-being, that does not mean tolerating violence and abuse.

In 2022, we introduced our [Patient and Visitor Code of Conduct](#) (PVCoC). This code of conduct for our patients and visitors is a set of boundaries on behavior that provides a safe and healing environment

for patients, families and caregivers. As an organization, we have established [Standards of Respect](#) for how we interact with one another. This code of conduct invites our patients and visitors to join us in creating a safe, healing and respectful environment. It also lays out the specific verbal and physical behaviors that are unacceptable at UMass Memorial Health.

We know that when patients and visitors are with us, they are not always at their best. Most patient interactions don't require us to set boundaries, but for those that do, we now have the Patient and Visitor Code of Conduct. Members of your leadership team will soon introduce you to a model (N.O.P.E.) that will help you use and reference the PVCoC. Your leaders will customize and bring the model to life for YOU, and help you practice using it.

In the coming weeks, Medical Group chairs will be selecting department champions who will be trained to roll out the PVCoC in their department. For more information about this program and training opportunities, contact [Matt Pfleger](#).



# PATIENT AND VISITOR CODE OF CONDUCT

Help us keep this a safe space  
of healing, kindness and respect.

For best treatment, it is the responsibility of all staff, patients and visitors to speak and act in a respectful and safe manner.

## HEALTH, SAFETY AND SECURITY

Patients are encouraged to speak with their provider and follow their care plan.

Inpatients must remain on their unit for safe and timely care.

Alcohol, drugs and weapons of any kind are not allowed on campus.

Our campuses are tobacco-free inside and out.

## BEHAVIORS NOT ACCEPTED

Yelling, screaming, swearing or spitting.

Offensive remarks or gestures about age, race, ethnicity, religion, culture, disability, language, sexual orientation, gender identity, socioeconomic or marital status.

Violent or threatening acts toward staff, patients or visitors.

Damaging or theft of any items or equipment.

## CODE OF CONDUCT VIOLATIONS

Failure to comply with this code of conduct could result in removal from the facility.