

Albany Surgical, PC

Patient/Parent Abuse Policy

February 2019

To our Patients and Patient Families:

Albany Surgical, P. C. is pleased to accept patients who have requested our services. We do not discriminate on the basis of sex, race, national origin, ethnic background, sexual orientation, or religious affiliation.

We would like our patients to know that we respect their need for a safe, friendly, and caring environment in which to receive care. It is important for patients to know that we will take steps when necessary to ensure that all visitors to our practice are prevented from experiencing any abusive or offensive behavior while they are visiting us. We expect everyone at our practice, which includes physicians/providers, staff, patients, vendors, and other visitors to behave in a civil, courteous, and respectful manner.

However, we do reserve the right to discontinue service to patients who are not in concert with our core values or mission. We consider the following behaviors to be incompatible with our practice:

- Unwilling to follow medical recommendations or treatment plans.
- Unwilling to schedule recommended follow-up visits or tests as prescribed by our physicians/providers or repeatedly missing schedule appointments.
- Vulgar or abusive speech toward our staff, physicians/providers, or other visitors to our practice.
- Abuse of our facility, equipment, or supplies.
- Threatening behavior of any kind toward staff, physicians/providers, or other visitors to our practice.
- Wandering the clinical areas unescorted or otherwise violating patients privacy rights as outlined under HIPAA.
- Disrespect for the needs of other patients visiting our practice.

While the great majority of our patients and patient families do not fall into any of these categories, we are required to advise all of our patients and patient families of our policy and not single out any one patient or patient family.

Anyone who demonstrates the behaviors outlined above will be asked to take corrective action before returning to our medical office. Continued untoward behavior may result in the termination of further care at Albany Surgical, PC.

Sincerely,

The Physicians/Providers and Staff of Albany Surgical, P.C.