



Code of Kindness for Patients, Parents, and Visitors

Raleigh Pediatric Associates is a family-friendly pediatric office caring for impressionable young children and their families. Although occurrences are rare, Raleigh Pediatrics feels strongly that our patients, their families, and our staff deserve to be protected from verbal abuse and aggressive behavior. There must be a relationship of mutual respect and kindness to ensure the best care and environment for our patients.

For this reason, we have developed and will strictly enforce a “Code of Kindness” on our property. **There will be no tolerance of any abusive or aggressive behaviors toward patients, other family members and visitors, and the Raleigh Pediatrics staff and physicians.** We expect a civil and kind environment for our patients, families, and staff. Failure to comply with this policy may result in removal from the premises and dismissal from our practice.

Examples of unacceptable behaviors that may result in removal from the premises and dismissal from the practice include, but are not limited to:

- Inappropriate behaviors in person or through written, verbal, or electronic communication, including but not limited to the following: profanity, aggressive behavior or tone of voice, offensive or intimidating statements or gestures, name calling or belittling comments, stalking, harassment, sexual comments or gestures, inappropriate touching, or threats of violence of any kind.
- Obscene graphics or language on clothing.
- Refusal to comply with office policies.
- Using social media to inappropriately address concerns or to disparage the practice or our staff. Patients/parents are encouraged to contact the office with any concerns or complaints.
- Possession of firearms or any weapons by anyone other than law enforcement, unless contrary to state law.
- Physical assault or attempt to inflict bodily harm.
- Behaving in a manner as if under the influence of drugs or alcohol.
- Larceny, attempted theft, arson, or intentionally damaging equipment or property. Theft includes removing medical or office supplies from our office without permission.
- Falsification of notes and other documentation including, but not limited to, school notes, forms, prescriptions, or any communications on Raleigh Pediatrics stationary or letterhead.
- Racial or cultural slurs or other derogatory remarks associated with race, language, or sexual orientation.
- Requests that would constitute illegal or unethical behavior on the part of Raleigh Pediatrics.

Depending on the degree of infraction, we reserve the right to involve Child Protective Services, law enforcement, and other appropriate agencies should we deem necessary. We may press charges at our discretion.

In addition, we request that cell phone use be limited past the lobby. Our priority is patient care and privacy. We are not able to provide the highest quality of care if we are unable to communicate with our families due to cell phone interruptions. Cell phones may be used while waiting in the exam room. However, please refrain from using them when patient care is being provided by any staff member or physician so that there are no distractions. We are also required by law to protect patient information, as well as our staff's personal information, therefore, no pictures or videos may be taken in the office without specific permission.

Please sign below that you understand, agree to, and will abide by this policy. As a “No Tolerance Policy,” there will be no further warnings, second chances, or exceptions. Violations will result in immediate transfer of care to another healthcare provider of your choice. We may provide up to 30 days of emergency care while you are completing this transfer of care unless there is a safety concern. Failure to sign this agreement will result in immediate discharge from our practice.

Thank you for your cooperation to help make Raleigh Pediatrics a safe, kind, and family-friendly environment for our patients, families, and staff.

Parent or Legal Guardian

Date

03/24/am