

Principles of Conduct

Beth Israel Lahey Health
Primary Care



Beth Israel Lahey Health Primary Care (BILHPC) is committed to providing high-quality, efficient care to all of its patients. In order to maintain a safe and respectful environment for our care teams, employees, patients, and visitors at each BILH Primary Care practice, it is vital that all adhere to these Principles of Conduct. Everyone should feel safe within BILHPC practices, whether receiving care, visiting, or working. Your safety is our priority.

To maintain a safe environment, there must be:

- Courtesy and respect during all interactions.
- No weapons or dangerous items of any kind.
- No alcohol, no drugs, and no smoking or vaping.
- No unauthorized photography, videotaping or audio recording.
- No threatening, disrespectful, abusive or discriminatory actions or language.

Patients, care team and visitors will:

- Act respectfully toward all staff, other patients, and/or visitors on the telephone, in person, in writing and on any form of social media. Specifically, the following behaviors will not be tolerated:
 - Threats of violence
 - Sexual or vulgar remarks or actions of any nature
 - Acts or attempts of physical violence
 - Spitting, throwing or hitting objects
 - Inappropriate use of the patient portal and/or telephone calls to the practice
- Not use threatening, abusive or inappropriate language, or physical threats or intimidation, including the following:
 - Swearing and/or yelling
 - Making offensive remarks about race, color, religion, nation of origin, ethnicity, sex, gender, gender identity, sexual orientation, age, disability, military status, or immigration status
- Avoid interrupting staff while they are treating other patients, speaking over them while they are talking, or keeping them on the phone for frequent and excessive periods of time; telephone communications with the care team must be focused on specific health need(s).
- Understand the care team works collaboratively to ensure you receive timely, well-coordinated care. This means you may receive communication from someone other than your primary care provider.

Adherence to these principles of conduct is essential to our commitment to high quality care.

Violations of these Principles of Conduct may result in involvement of security, law enforcement and/or your dismissal from this or any other BILHPC practice. If you are a visitor or family member, you may be asked to leave the premises and may potentially be restricted from future visits.