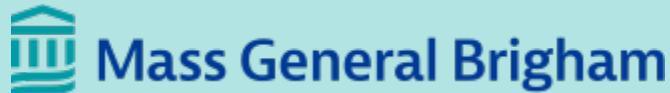


Date: November 2, 2022 at 1:58:46 PM EDT

Subject: New Code of Conduct for Patients, Families, and Visitors



This message is available in Arabic ([العربية](#)), Chinese ([繁體中文](#)), Haitian Creole ([Kreyòl ayisyen](#)), Portuguese ([Português](#)), Russian ([Русский](#)), and Spanish ([Español](#)).

Dear Patient,

Mass General Brigham is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all our spaces. Our new **Patient Code of Conduct** helps us to meet this goal. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples of these include:

1. Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
2. Refusal to see a clinician or other staff member based on these personal traits
3. Physical or verbal threats and assaults
4. Sexual or vulgar words or actions
5. Disrupting another patient's care or experience

If we believe you have *violated* the Code 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 care at Mass General Brigham. Some violations of this Code may lead to patients being asked to make other plans for their care. Future non-emergency care at Mass General Brigham may require review, though we expect this to be rare. If you *witness or are the target of* any of these behaviors, please report it to a member of your care team.

Many healthcare systems across the country have similar codes of conduct. Please

watch the **video below** to learn more and visit [this webpage](#). If you have questions, email MGBPatientCodeOfConduct@partners.org.



We aim to meet the health needs of every patient we care for. We look forward to seeing you.

Sincerely,

Tom Sequist, MD
Chief Medical Officer
Mass General Brigham