



Patient, Family, and Visitor Code of Conduct

Grace Cottage Family Health and Hospital is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, respectful, and inclusive environment in all our spaces. Our Patient, Family, and Visitor Code of Conduct helps us to meet this goal.

As a patient, to ensure you get the best care possible in a trusting clinical environment, it is your responsibility to:

- Help us get to know you. We understand it can be hard to talk about private health issues, but we hope you will feel comfortable sharing your story with us. As health care professionals, we are here to provide the best possible care, without judgment.
- Let us know if you have questions or concerns about your care. We want to know so we can help. If you don't understand something or if you have any questions about your care, please let us know.
- Keep your appointments. This will allow us to give you our full attention. If you cannot keep your appointment, please let us know ahead of time so we can help someone else instead.
- Treat others with respect. It can be stressful to be sick, or to have a loved one who is sick. We care, and we want to help. In return we ask that you exhibit respectful demeanor, speech and behavior toward other patients, visitors and all Grace Cottage employees.

Disrespectful or threatening behavior will not be tolerated and could lead to termination of non-emergent care and/or separation from the facility. This includes but is not limited to:

- Disrespectful reference to a person's age, ancestry, culture, physical or intellectual disability, ethnicity, gender, gender identity or expression, language, accent, military status, national origin, race, religion, sexual orientation, or other personal traits.
- Refusal to see a clinician or other staff member based on these personal traits
- Physical or verbal threats and assaults
- Bullying, stalking, or harassment
- Unwanted communication with a clinician or other staff member not related to clinical care
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience

If you witness, or are the target of, any of these behaviors, please report it to a member of your care team.

Grace Cottage Family Health
802-365-4331

Grace Cottage Hospital
802-365-7357

Grace Cottage Rehabilitation
802-365-3637

Messenger Valley Pharmacy
802-365-4117