



# OAK Pediatrics

## Patient and Visitor Code of Conduct

Welcome to OAK Pediatrics. Our mission is to provide a safe, respectful, and healing environment for all patients, visitors, and staff. To ensure a positive experience for everyone, we ask that all patients and visitors adhere to the following Code of Conduct:

### Respect and Dignity

- **Treat Others with Respect:** Show consideration and courtesy to all patients, visitors, and staff members. Harassment, discrimination, or abusive behavior of any kind will not be tolerated.
- **Privacy:** Respect the privacy and confidentiality of all patients. Avoid discussing patient information in public areas.

### Safety and Security

- **Follow Facility Policies:** Adhere to all posted signs and facility policies, including those related to smoking, use of electronic devices, and restricted areas.
- **Personal Belongings:** Keep personal belongings with you at all times. The facility is not responsible for lost or stolen items.
- **Emergency Procedures:** Follow all instructions from staff during emergency situations and drills.

### Behavior and Conduct

- **Appropriate Language and Actions:** Use appropriate language and behavior at all times. Refrain from loud, disruptive, or aggressive behavior.
- **Substance Use:** The use of alcohol, illegal drugs, or other controlled substances is strictly prohibited on facility premises.
- **Weapons:** Weapons of any kind are not allowed on facility property.

### Health and Hygiene

- **Hand Hygiene:** Practice good hand hygiene by washing hands or using hand sanitizer regularly, especially after using the restroom and before eating.
- **Infection Control:** Follow all infection control guidelines, including wearing masks when required and adhering to isolation protocols if applicable.

### Cooperation with Staff

- **Follow Instructions:** Comply with instructions and requests from healthcare providers and staff. They are here to ensure your safety and well-being.
- **Honesty:** Provide accurate and complete information about your health and medical history.

### Visitor Guidelines

- **Quiet Environment:** Be mindful of noise levels to maintain a peaceful environment for all patients.
- **Children:** Children must be supervised by an adult at all times and must follow the same conduct guidelines.



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### Reporting Concerns

- **Report Issues:** If you witness or experience any inappropriate behavior or have concerns about patient care or safety, please report it to a staff member immediately.

By following this Code of Conduct, you help us maintain a safe and respectful environment for everyone. Thank you for your cooperation and understanding.

**OAK Pediatrics**