



**ALLERGY AND ASTHMA CENTER OF DUNCANVILLE:
PATIENT CODE OF CONDUCT**

To provide a safe and healthy environment for staff, visitors, patients, and their families, the ALLERGY AND ASTHMA CENTER OF DUNCANVILLE expects visitors, patients, and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

As a patient visiting our practice, please consider the following:

If you have any questions about the care or are unhappy with the service received in our office, please contact our practice manager before you leave our office so that any clarifications about your care or the services you received can be addressed.

Our practice follows a zero-tolerance policy for aggressive behavior directed by patients against our staff.

Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Adults are expected to supervise their children.

The following behaviors are prohibited:

- Possessing firearms or any weapon
- Intimidating or harassing staff or other patients
- Making threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication
- Physically assaulting or threatening to inflict bodily harm
- Making verbal threats to harm another individual or destroy property
- Damaging business equipment or property
- Making menacing or derogatory gestures
- Making racial or cultural slurs or other derogatory remarks
- Engaging in violence or mistreatment of any kind, including between family members or guardians and children

If you are subjected to any of these behaviors or witness inappropriate behavior, please report it to any staff member. Violators are subject to removal from the facility and/or discharge from the practice.

Patient Name

Patient Signature

Staff Signature

Date and Time