



## **Patient Code of Conduct**

Carlisle Dermatology Group is committed to providing high-quality healthcare. Adherence to the code of conduct ensures we achieve this goal.

This code applies to all patients and their family members, visitors, third parties, and other guests on Carlisle Dermatology Group premises. Everyone should expect a safe, caring, and inclusive environment in all our spaces. Carlisle Dermatology Group WILL NOT tolerate behaviors that are disrespectful, racist, discriminatory, hostile, harassing, or that otherwise interfere with the ability to deliver care to our patients.

Examples of these include:

- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinical or other staff member based on these traits
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience
- Violating the privacy or confidentiality of a patient or clinician
- Refusal to cooperate with Carlisle Dermatology providers or staff
- Harassment of any kind

If we determine you may have violated the Code, you may be asked to explain your point of view if feasible under the circumstances and we will carefully consider your response before we initiate any consequences. Some violations of this Code may lead to patients being asked to make other plans for their care.

If you observe or have concerns regarding a potential Code violation, please report it to a member of our team.

We appreciate your cooperation and support in helping us keep this promise to deliver high-quality care to our patients.