

Dear Patients,

To uphold a safe, compassionate, and welcoming atmosphere in our hospitals and care facilities, we request that all patients and visitors adhere to our Code of Conduct, which encompasses the following principles:

- We are dedicated to ensuring everyone is treated with kindness, dignity, and respect. We do not tolerate offensive remarks about race, religion, gender, sexual orientation, or any personal characteristics.
- It is imperative that all patients and visitors communicate and act with respect. We do not tolerate any form of physical or verbal threats or assaults, nor any suggestive or explicit language, phrases, gestures, or actions.
- The privacy of our patients is paramount, and we ask that all visitors and patients respect this by avoiding any actions that could disrupt the care or experience of other patients.
- Photography or audio/video recording within our facilities must only be conducted with the express consent of all parties involved.

Should these guidelines not be adhered to:

- Patients who fail to comply may be directed to seek alternative arrangements for their non-urgent care needs. In serious breaches, the ability to receive future non-emergency care at Acton Medical Associates may be subject to review. However, patients will be allowed to share their side of the story before any decisions regarding their future care at Acton Medical Associates are made.
- Visitors who do not follow these principles may be asked to leave the premises and could face restrictions on future visits.

Our medical professionals, nurses, and staff members are dedicated to delivering the highest standard of care to our patients daily. We ask that you extend the same respect to them that you would anticipate receiving as a patient or visitor.

We appreciate your choice of Acton Medical Associates and your support in our mission to maintain a safe, compassionate, and inclusive environment for everyone.

Acton Medical Associates



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