

## **OCB Patient Code of Conduct**

Here at OCB, our promise to you is that you can expect high quality eye care in a safe, compassionate and caring environment. Just as you can expect to be treated with professionalism, compassion and courtesy, OCB expects that patients in our care treat our staff members with the respect that they deserve.

Words or actions toward staff members that are disrespectful, racist, discriminatory, hostile, or harassing are not acceptable. The following behaviors toward staff members will not be tolerated and may result in removal from the practice and/or barring from future care at OCB.

- Verbal threats
- Physical assault or violence
- Foul language/abusive behaviors
- 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
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience

If you have any concerns or you witness such behavior, we encourage you to call our anonymous compliance hotline: 1-866-579-1295